North Carolina Department of Transportation

Environmental Tracking and Coordination System (ETRACS)

Training Materials & User Documentation

For the Environmental Analysis Unit ETRACS application

Version 3.0

July, 2017

Document Version Control

Ver	Date	Description
1.0	9/11/2015	Original version of the document
1.1	4/8/2016	Completed documentation of V1 functionality
1.2	7/31/2016	Documentation of V1.3 functionality; added Troubleshooting
1.3	11/15/2016	Updated troubleshooting
1.4	2/14/2017	Added instruction about adding deliverables for split requests and other tips
2.0	3/28/2017	Removed the functionalities of the Memo and of Returning a Request
2.1	5/11/2017	Added Subtasks and placeholder for Reports (under construction). Added to troubleshooting
3.0	7/26/17	Updates for ETRACS Release 5.4.0.

Table of Contents

1 Introduction

The goal of the ETRACS application is to provide a single application for both internal and external users to request work from the Environmental Analysis Unit. This will facilitate communications, save time, and save cost.

ETRACS will track work to completion. Communications and information-sharing between the groups will be facilitated by auto-generated notifications and reports.

User roles will be implemented to provide robust user access and streamline the workflow.

New interfaces between the ETRACS application and STaRS will provide automatic data population for standard EIR requests and allow milestone completion updates from the application back to STaRS. Data-sharing among ETRACS, STaRS, BSIP and other relevant systems provides access to the most relevant and up-to-date information.

The use of a mobile platform will provide access to data and allow real-time data entry and reporting during field studies and meetings for engineers/consultants in the field.

2 Before You Begin

The material in this section is intended to provide a brief overview of the basic ETRACS functionality, as well as provide some useful tips to help you navigate through the application. The functions that you will use in ETRACS will be covered in later sections. For now, just get accustomed to the "look and feel" of the application so that you will be comfortable using it.

If you are new to ETRACS, you must be properly setup in the system. Contact ETRACShelp@ncdot.gov and tell them how you expect to be using ETRACS (making requests, doing environmental work, etc.).

Make sure your SharePoint project site has been setup for sharing documents. If there is no project site for your project, the DOT project manager must ask for it to be created.

See also Before You Begin on NC DOT Connect. That document will explain how to include your documents in ETRACS and where to find your support resources.

There are four short tutorials recommended for new users, as well as refreshers for anyone. They are:

#1 Navigation Tutorial, intended for all new ETRACS users
#2 Requestors' Tutorial, intended for people who are making environmental work requests
#3 Supervisors' Tutorial, intended for people who assign the requests
#4 Specialists' Tutorial, intended for everyone who is involved in working on the requests

They are well worth your time if you are new to ETRACS or need a refresher.

2.1 Understand User Roles

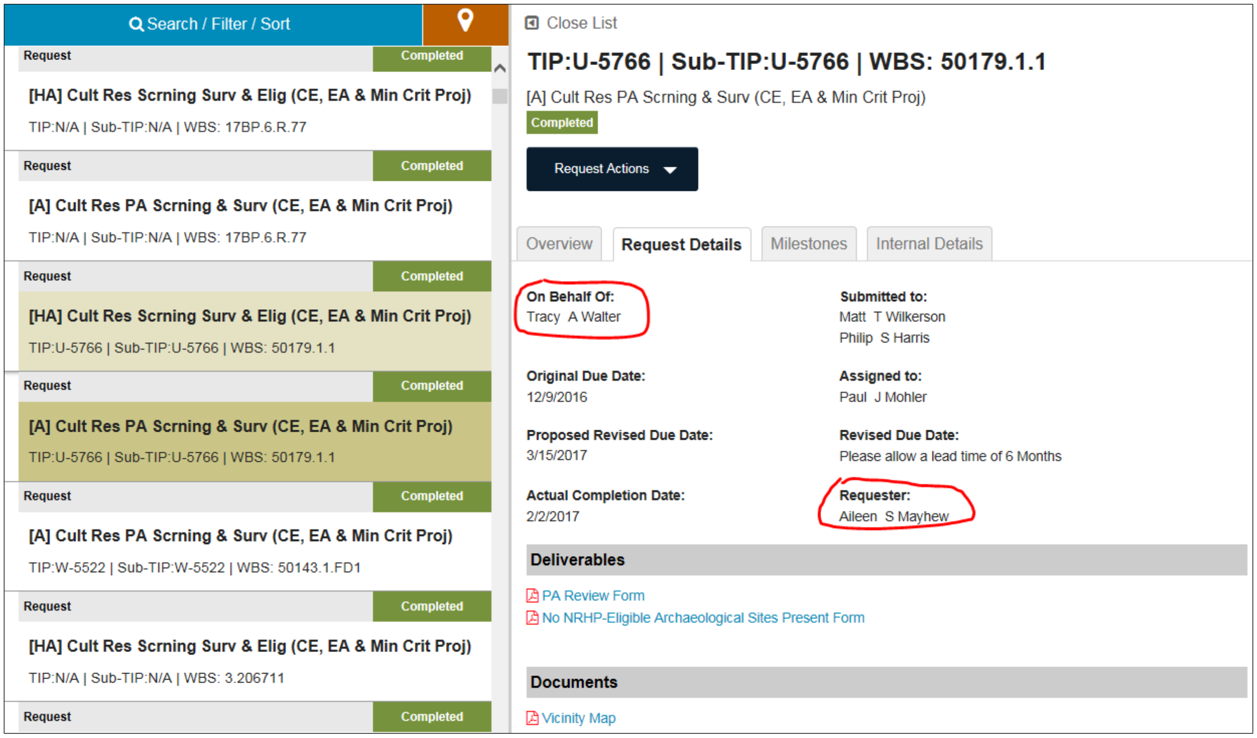
All user roles will be defined in the existing DOT WebRoles application, and system access will be provided based on the user role. Following is a brief introduction to user roles.

User Tip: If you have any difficulty performing your work, ask your ETRACS Administrator (ETRACShelp@ncdot.gov) to check your role and the groups you are assigned to. You are probably experiencing an error in your role definition, not a system problem. You can (and will) have multiple roles, based upon the work you do. Refer to the following table.

Role	Functions
Internal Requestor (DOT employee or embedded consultant)	Creates requests Manages work requested: - Responds to due date updates - Updates requests For work done on their behalf by external consultants: - Reviews requests - Submits request - Adds documents and files
External Requestor (Consultant)	Creates requests on behalf of an Internal Requestor Manages work requested: - Responds to due date updates - Updates requests Sends documents and files to Internal Requestor
Unit Head	Receives memo notification of all requests
Supervisors	Manages requests for their groups: - Reviews requests - Assigns requests - Updates requests - Creates requests for external requestors Reassigns requests when needed
Specialist	Receives assigned requests Manages work requested: - Accepts requests - Updates requests - Completes work assigned - Responds to due date updates
Administrator	Maintains users, responds to ETRACShelp notifications, transfers work when a requestor leaves, maintains work request types (including disabling and creating work request types), maintains the species table, transfers requests between projects, maintains reference documentation on the ConnectNC website, and other administrative and troubleshooting tasks as needed
All	Updates project information

2.2 On-Behalf-Of Users / External Requestors

1. If you are a Project Planning Engineer (PPE) Consultant external to DOT, you must have an appropriate PPE who will receive and review your request. You will be in the External Requestor role. The internal PPE will be listed in the On-Behalf-Of role.



2. As you complete your request and are ready to insert links to the documents:
   a. If the documents are in SharePoint, you can add the links yourself.
   b. If the documents are not in SharePoint, the internal PPE must review the request and add the required document links.
3. When you submit your request, the routing will depend upon whether the internal PPE (on-behalf-of person) has decided to review the request before it's finally submitted.
   a. If the internal PPE has elected to review your requests, it will go to In QC status
   b. If the internal PPE has elected not to review your requests, it will go to Submitted status.
4. In either case, ETRACS will generate notifications and will include the on-behalf-of PPE.

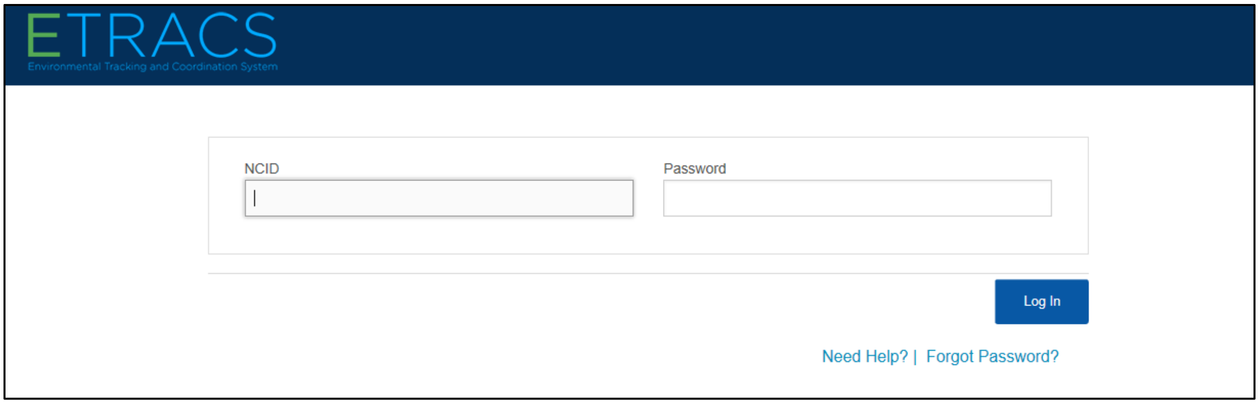
For more information about on-behalf-of reviews, see Section 2.7, "User Preferences."

2.3 Logon to ETRACS

To logon to ETRACS:

1. Open a browser and navigate to ETRACS: https://apps.ncdot.gov/PDEA/etracs/hes/Dashboard/Index

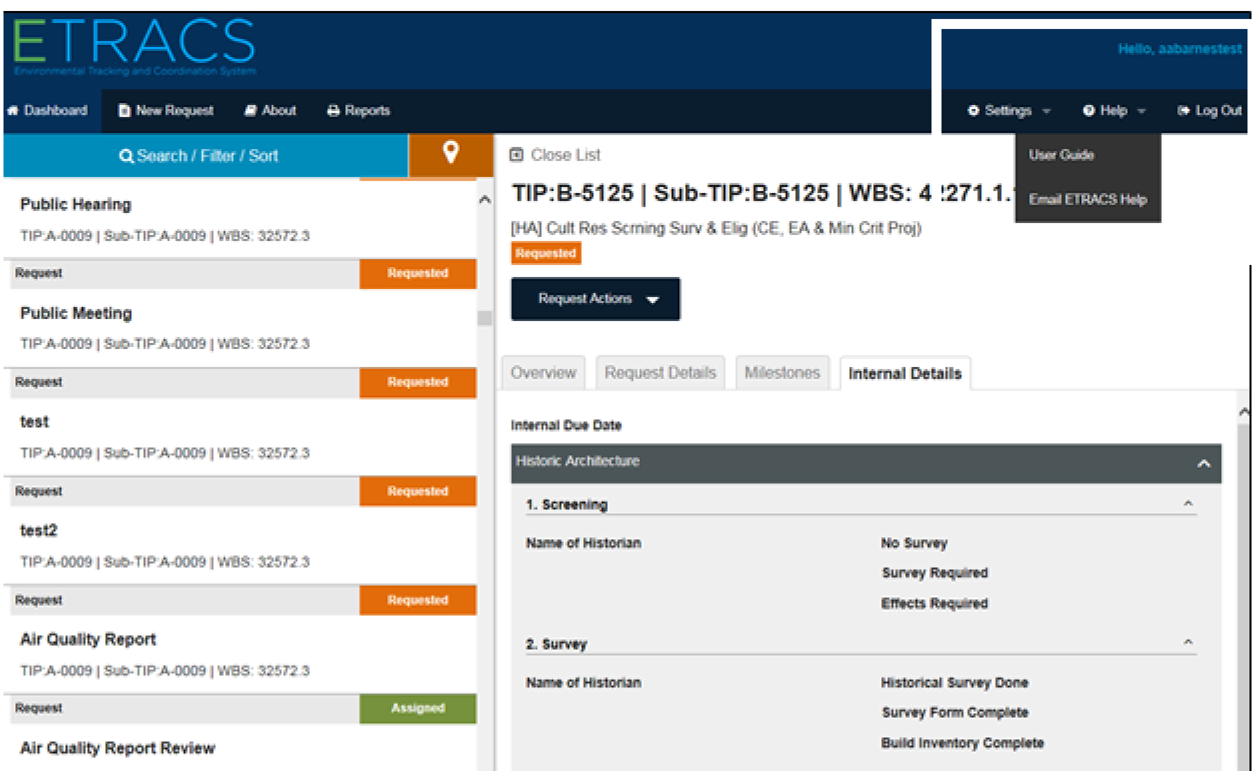
The NC DOT ETRACS logon page opens.



NOTE: If you see a logon screen with your name already shown as logged in, please log out, and then log back in again. This is an indication of a system error.

2. If you like, you may save ETRACS as a favorite in your browser for convenience.
3. Log on with your valid **NCID** credentials: provide your NCID and Password and click the Log In button.

When you have logged in successfully, ETRACS will acknowledge you by username and you will see your Dashboard. This view will show you all the work you've been assigned, as well as work that you have requested, or work that you supervise. You will also have links to application **Settings** (covered below in Section 2.7, "User Preferences"), a link to **Help**, and a **Log Out** button.

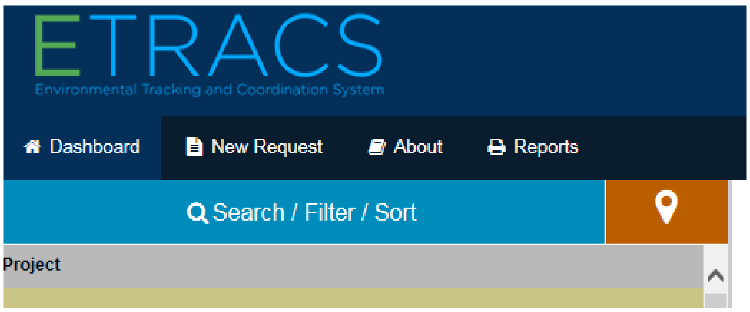


2.4 View Dashboard: Search / Filter / Sort

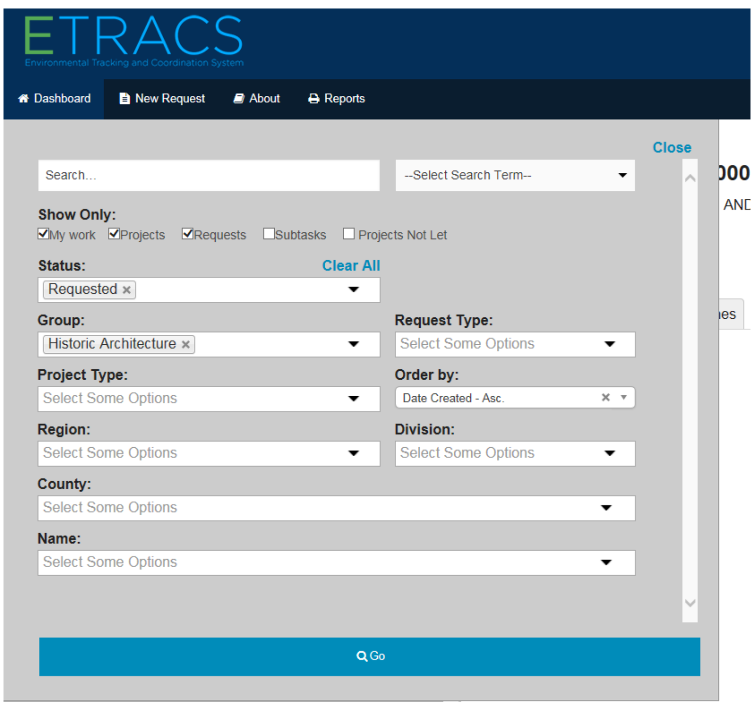
The Dashboard is your primary landing spot in ETRACS. Familiarizing yourself with the dashboard will help you get up-to-speed quickly.

Depending upon your job function and the level of your activity, you could easily have 50-60 things in your dashboard. Therefore, you need a way to search and filter the list.

1. Click the Search / Filter / Sort button.



The menu appears.

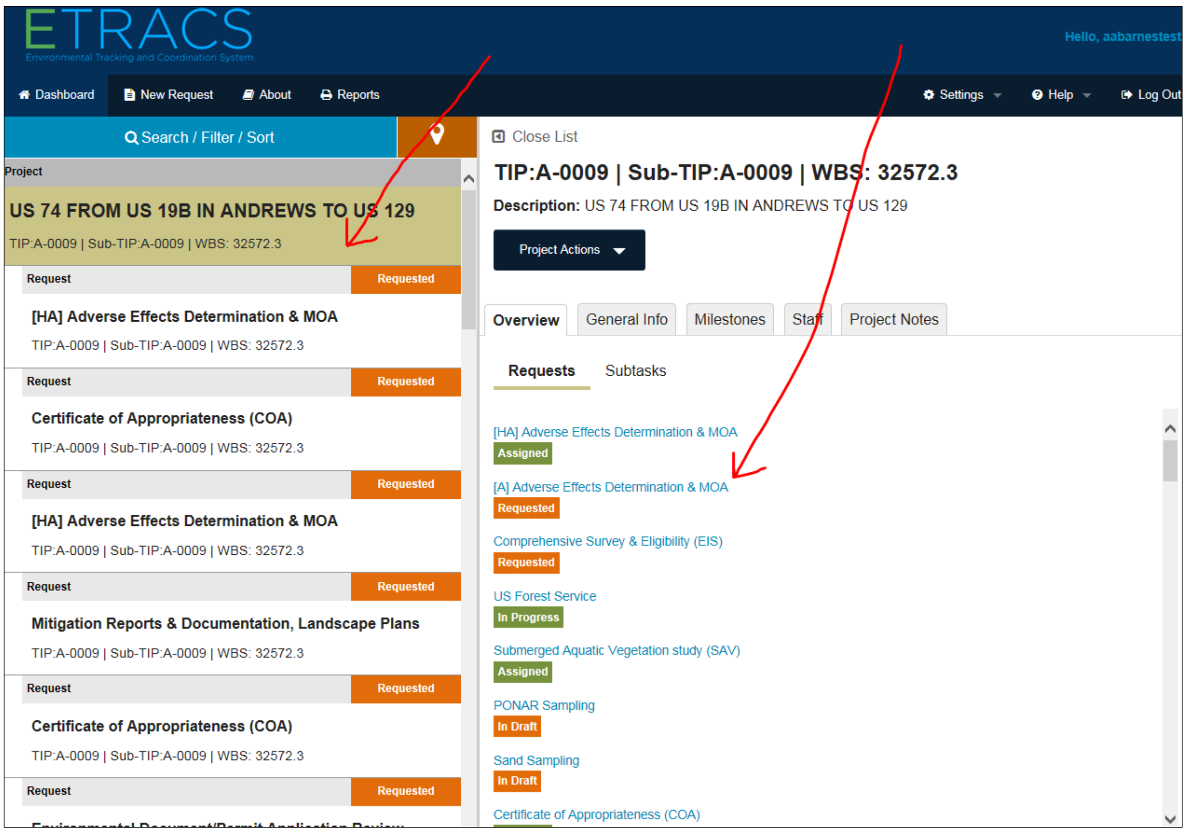


2. **Click the blue CLEAR ALL option** to clear possibly-extraneous information that will interfere with your search.
3. Pick your desired view. By default, the list contains only Requests and does not show either Projects or Subtasks. Select the checkboxes for My Work, Projects and Requests (or whatever you want).

4. Select any other parameters you need to conform the dashboard to the view you want. By default, ETRACS Orders by the Date that a request was created, with the oldest items appearing on top. But you can focus on other things such as status, county, etc. Try out the filters until you get the view you prefer. ETRACS will remember your view and use it the next time you log on. Of course, you can re-filter anytime you like.

Screen Tip: when using the Name search, always type the name **last name first**. ETRACS will not find first names in this search box.

5. Click the Go button to re-load the dashboard with the view you have created.
6. When you've filtered the list down to find the items you need, click on an item on the left-hand side to load it in the detail view on the right-hand side of your screen.



2.5 Basic Navigation Tips

This section of this document will provide some basic navigation tips intended to quickly acquaint you with the ETRACS "rules of the road."

2.5.1 Screen Layout, Tabs & Action Menus

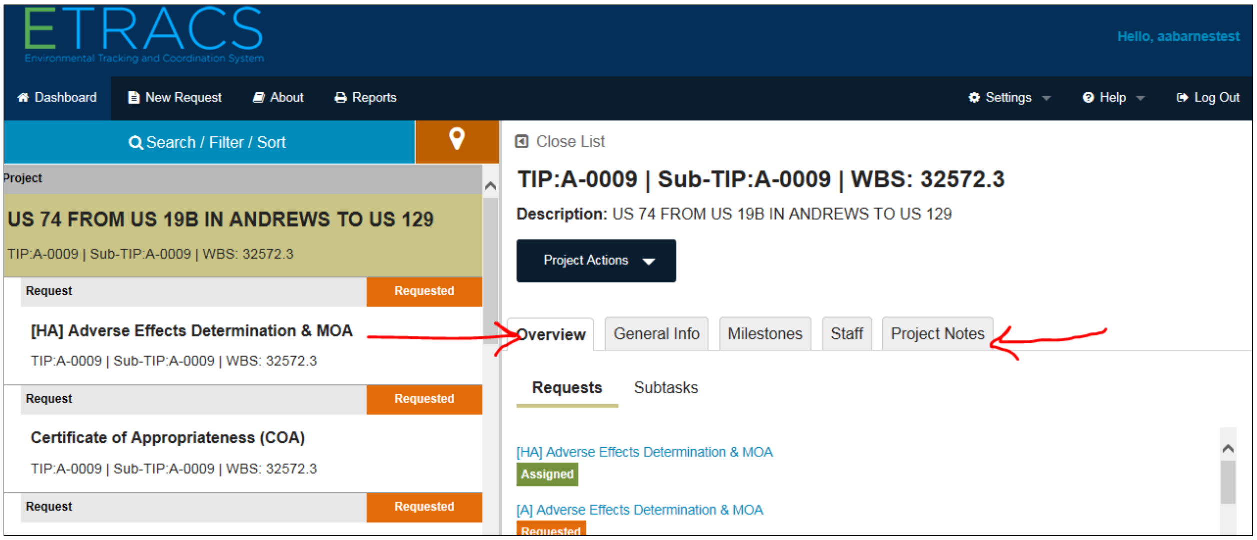
As shown in Section 2.4 "View Dashboard," ETRACS generally flows from left-to-right.

There are a lot of different pieces of information to view and/or update for projects and requests, so you will notice a pattern of **tabs** in the edit windows. You can navigate through each tab to update the information in that tab. We suggest that you get into the habit of navigating through the tabs left-to-right to ensure that you are seeing and/or updating all the information.

2.5.1.1 Project Tabs

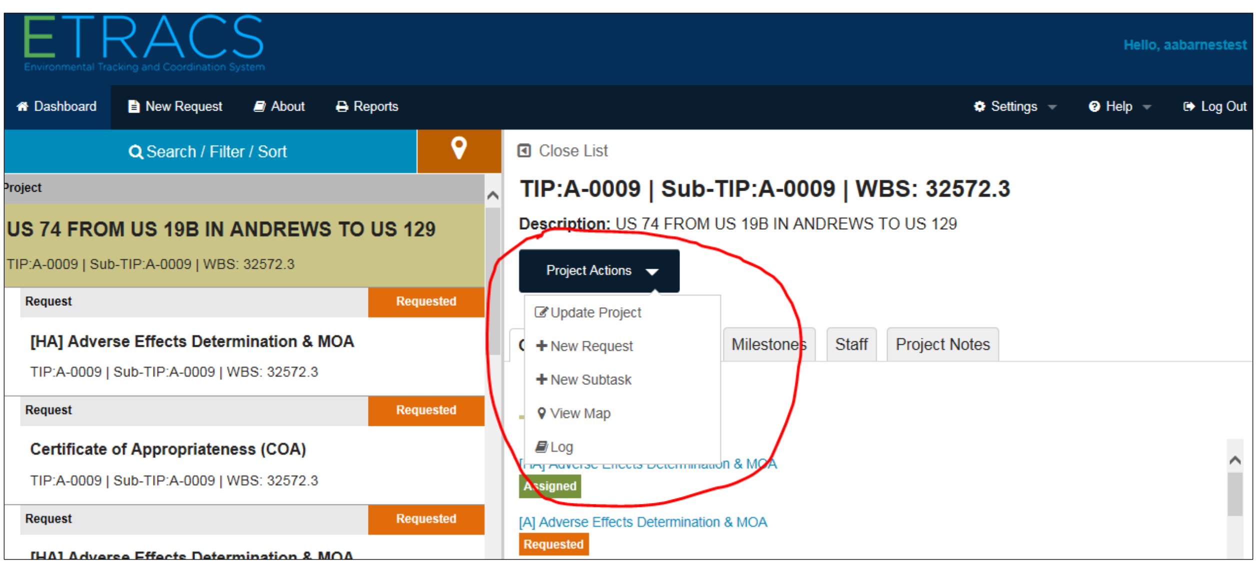
With a **project** highlighted on the left-hand side, you will see tabs containing basic **project** information on the right-hand side.

NOTE: to see the project tabs, you must have Projects in your dashboard view. See Section 2.4 "View Dashboard: Search / Filter / Sort."



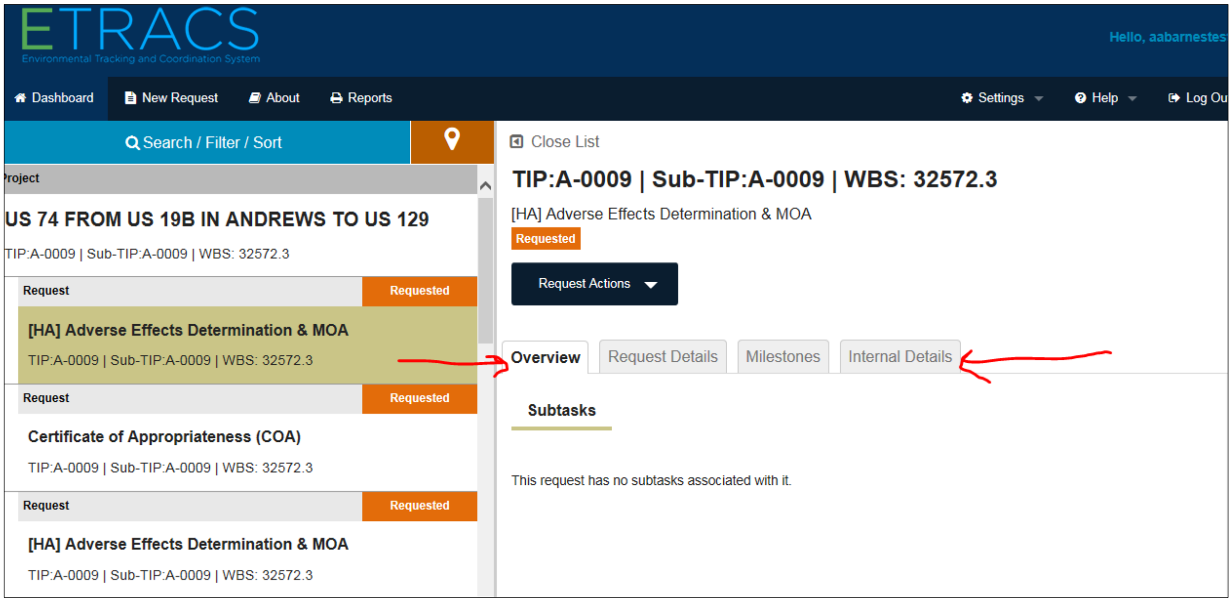
2.5.1.2 Project Actions

With a **project** highlighted on the left-hand side, click on the **Project Actions** dropdown menu to access the various basic actions that you can take at the project level. The actions available to you are dependent upon your role. These functions will be explained below. For now, just acquaint yourself with highlighting the project and familiarizing yourself with the Project Actions menu. Note that there is a Log (accessible from the dropdown menu) that shows information about what actions have taken place on the project.



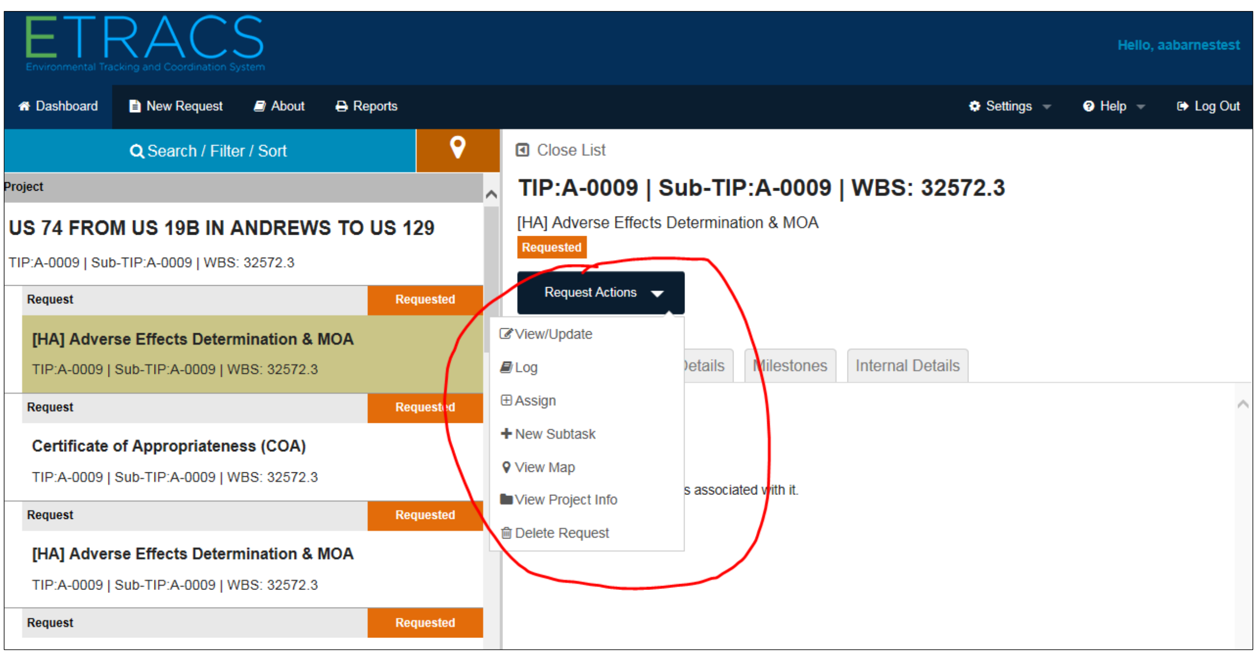
2.5.1.3 Request Tabs

With a **request** highlighted on the left-hand side, you will see tabs containing **request** information on the right-hand side.



2.5.1.4 Request Actions

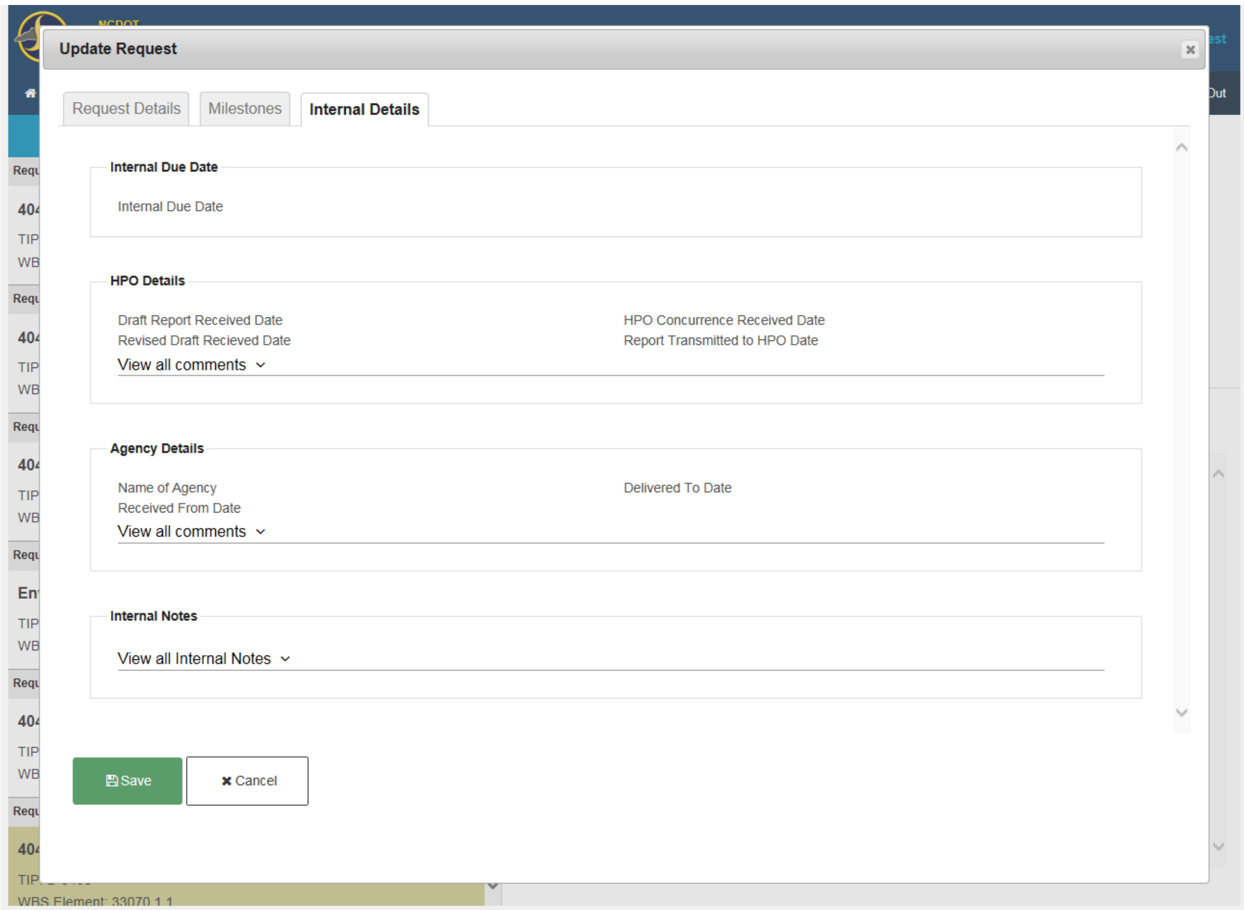
With a **request** highlighted on the left-hand side, click on the **Request Actions** dropdown menu to access the various actions that you can take for a request. The actions available to you are dependent upon your role. These functions will be explained below; for now, just acquaint yourself with highlighting the request and familiarizing yourself with the Request Actions menu. Note that there is a Log (accessible from the dropdown menu) that shows information about what actions have taken place on the request.



2.5.2 Buttons

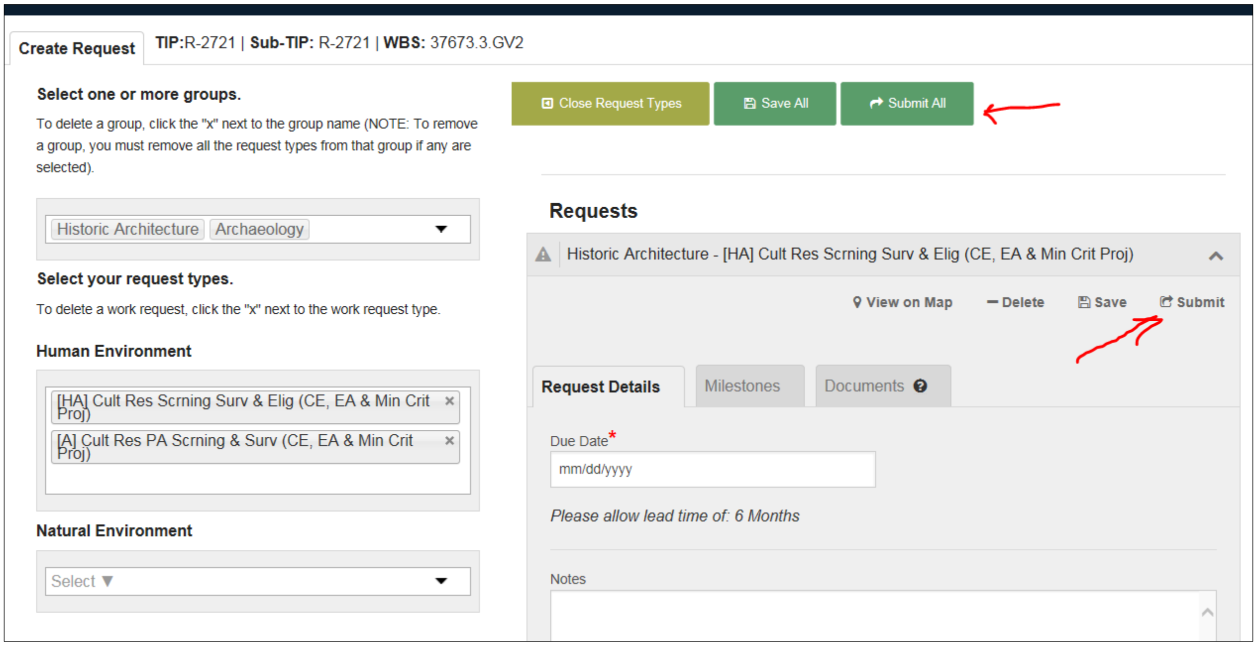
There will be Save and Cancel buttons at the bottom of most screens.

- SAVE (SAVE ALL) will save your information and will not generate notifications
- CANCEL (also X, depending upon context) will allow you to remove entered information in a text box, back out of a function, or close a window or popup, depending on context.

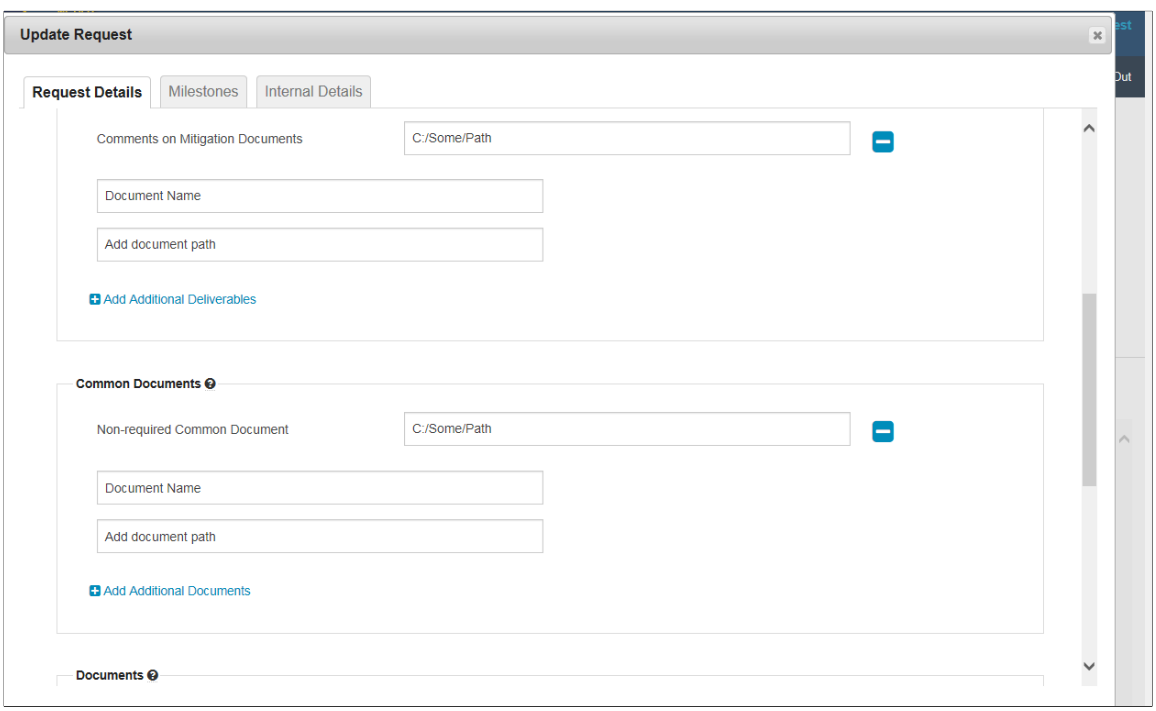


- Many screens also have a Submit button, depending upon the function you are performing. SUBMIT (SUBMIT ALL) will tell ETRACS to validate all the required information and will either:

  a) Give you an error message and take you to the place where you need to correct your data
  b) Give you a success message/icon and take you to the next step in the process.

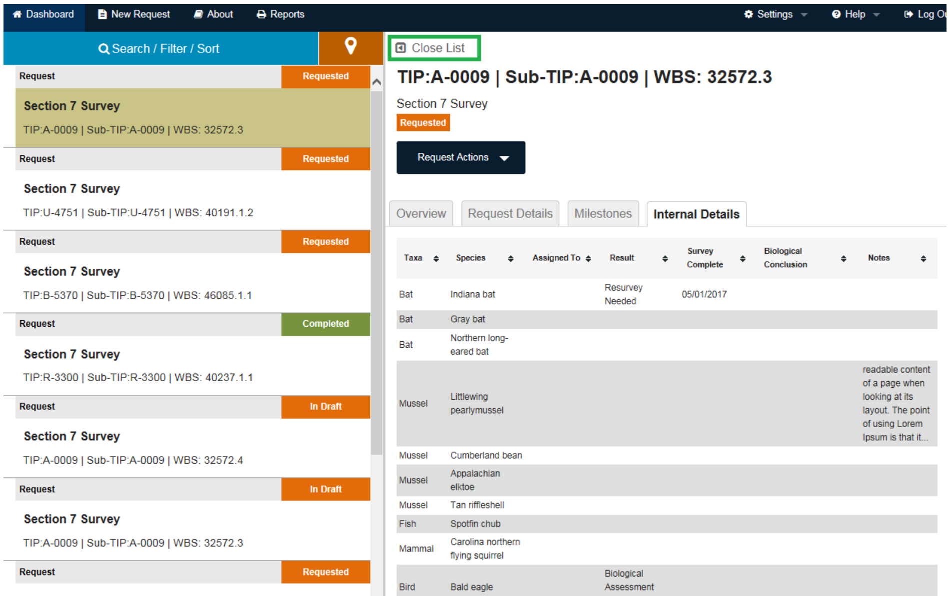


Many screens also have an Add and/or Remove function, depending upon what you are performing. The buttons allow you to add (+) or remove (-) an item on a screen/list.

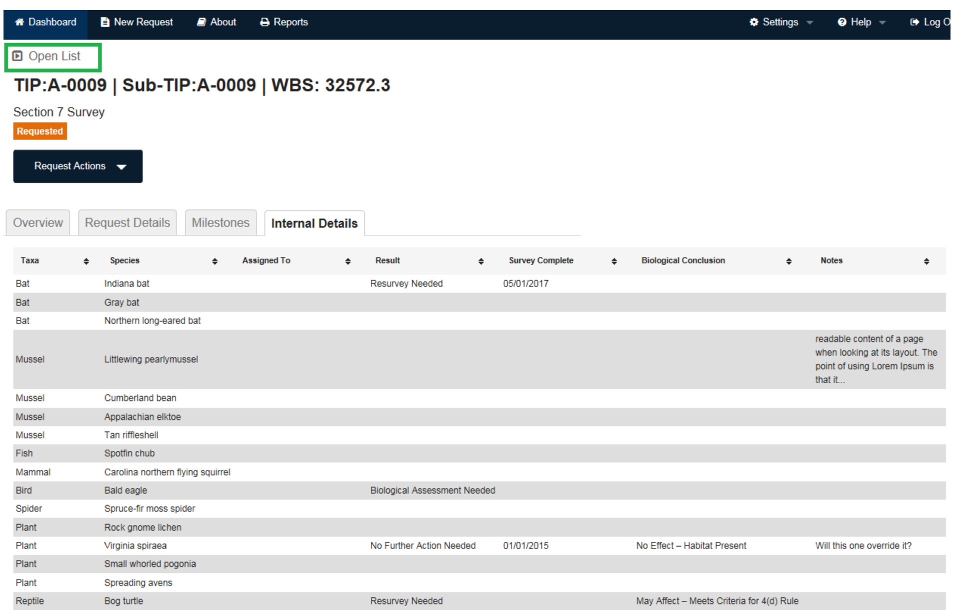


Screen Tips:

A. Throughout ETRACS, if you want more space to see more on the right-hand panel, you may select the Close List button.

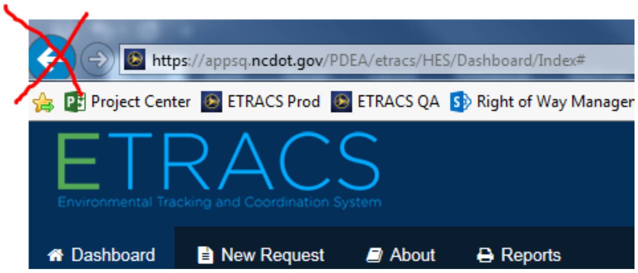


B. To open the left panel back up again, simply select Open List.



2.6 Cautions about Browsers

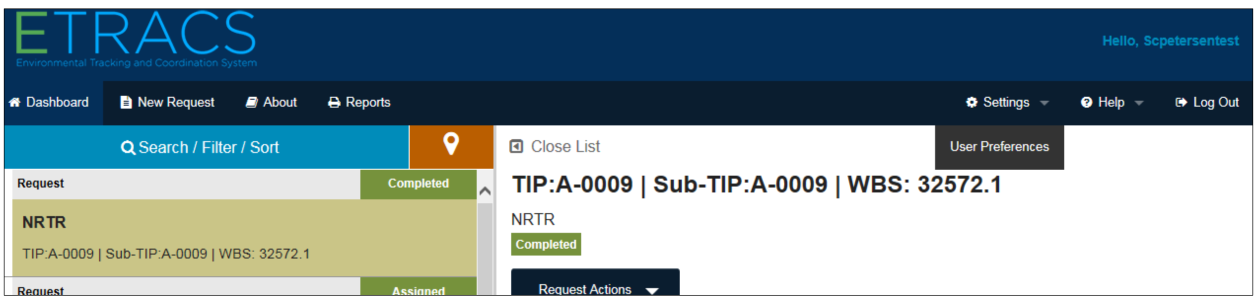
As you use ETRACS to create and update requests, **please be cautious** about using the browser BACK button. In some cases, this will corrupt the request or project that you are working on. Instead, get into the habit of using the buttons, action menus, and other functions on the screen itself to navigate.



2.7 User Preferences

You may setup your preferences for working in ETRACS.

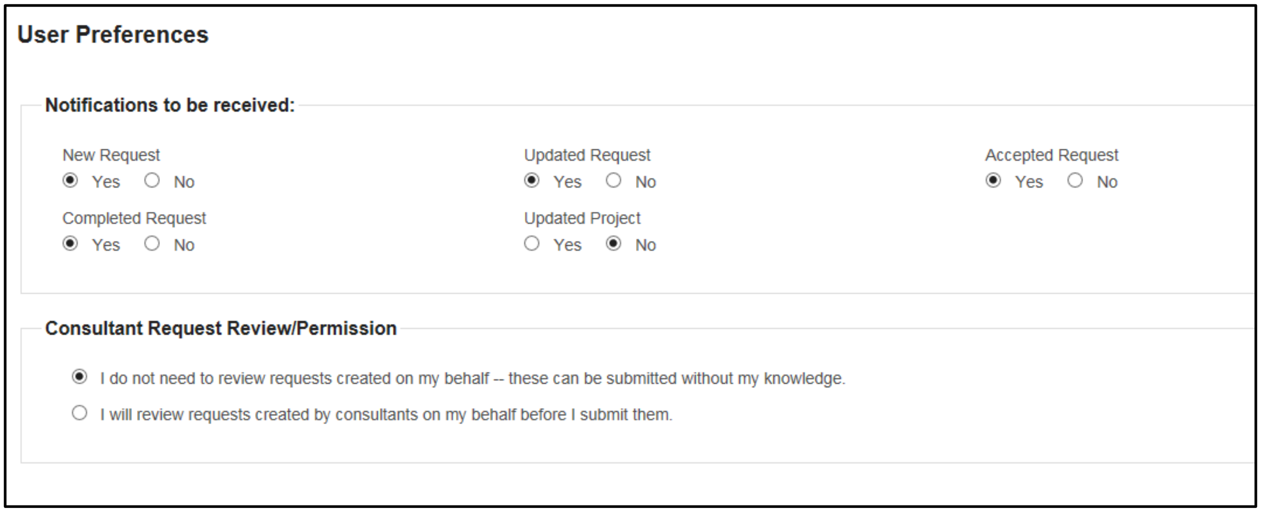
1. Click 'Settings' from the application top navigation bar.



The system will show you one or two options for you to customize, depending upon your role:

- **Notifications** (for all users)
- **Consultant Request Review/Permissions** (for requesters who have consultants working on their behalf)

The notification defaults are shown here:



2. To change Notifications, use the radio buttons to select which notifications you wish to receive/not receive.
3. If you are an Internal Requester, you can choose if you want to review your consultants' requests before they are submitted.

3 Request Functions – For the Requestor

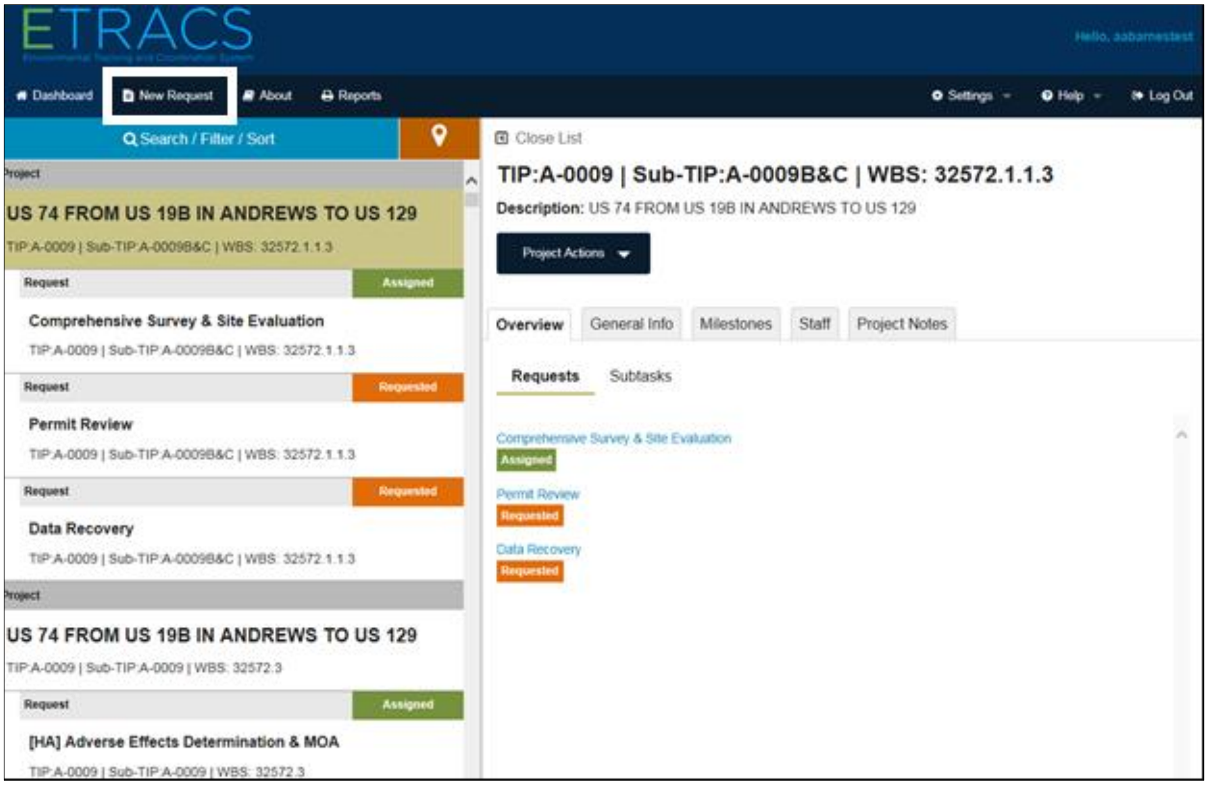
The first step in using ETRACS is to create a request. This is where the process starts.

3.1 Create Request – Step 1 Search and Retrieve Project Information (TIP or WBS project)

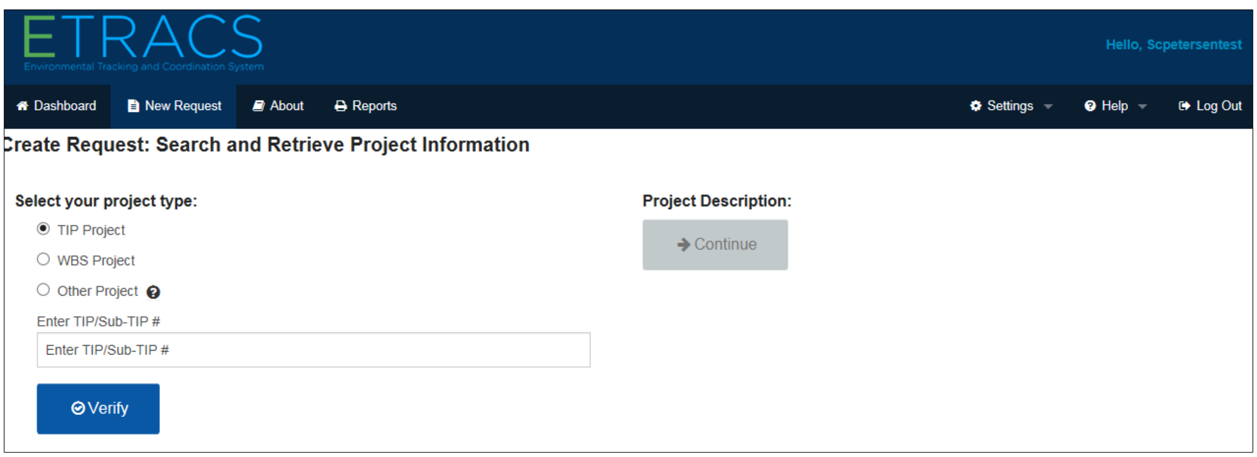
If you are an internal or external requestor, or a supervisor, you can create requests.

1. Click New Request from the top navigation bar.

Screen Tip: you can also create a new request from the Project Actions menu if you highlight a project that has already been created.

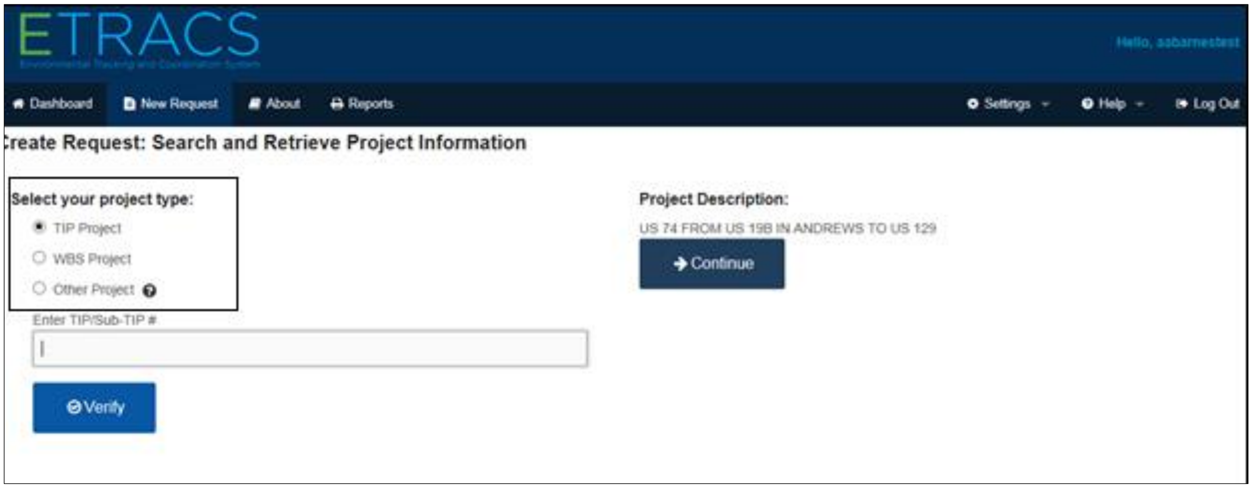


The screen appears for you to search and retrieve the project information:



Now you start by identifying the project that you're going to create requests for.

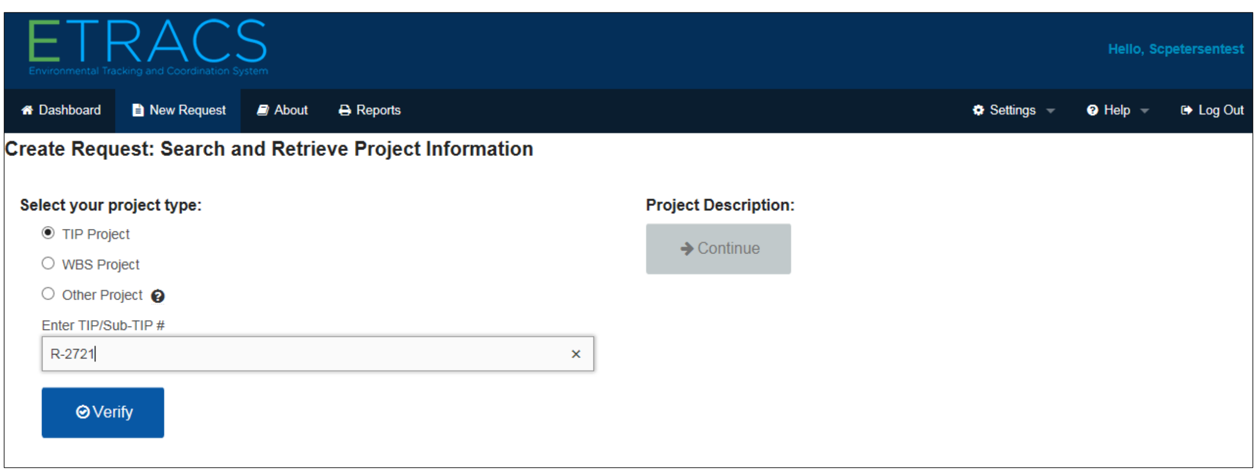
2. Select either the:
    a. TIP Project radio button, or
    b. WBS Project radio button, or
    c. If your project is neither a TIP project, nor a project with a distinct/separate WBS, please skip to Section 3.2, "Create Request – for "Other Project" Types," below. Refer to that section for complete information about the "Other" project type.



3. Depending upon your choice in the last step, enter either the:
    - Sub-TIP number or
    - WBS number.

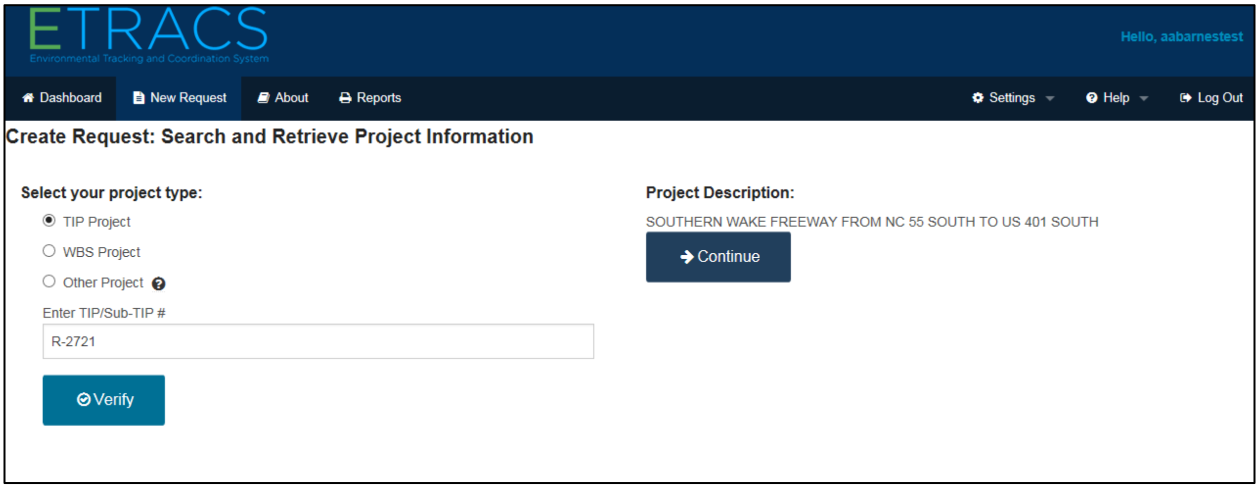
NOTE: You should always know whether your project is TIP or WBS. You should also always be working with a TIP#/WBS# that you know exists as an active project with a funding-level WBS in SAP\STaRS.

WARNING: If you erroneously select the WBS option for a project that exists under a TIP number, ETRACS will attempt to find the project, but may not find the correct one. If this happens, you can check for your project when you proceed to Section 3.3.1.1, "General Info Tab."



ETRACS will take a few seconds to load data from STaRS and will display the Project Description. Check to be sure you have the correct project loaded.

4. Click the Verify button.



NOTE: SAP filters out all project/WBS numbers that have been completed and closed. Therefore, you will not see them in your search. Contact your project manager if you believe that this will be a problem for your creating a request.

The blue Continue button will now be active.

5. Click the Continue button.

The system will now display all the Project Information from STaRs on the four tabs. Skip to Section 3.3, "Check and Update Project Information on all the project tabs," below.

User Tip: ETRACS considers the ***PROJECT*** to be the level of information that exists in STaRS with the unique combination of TIP, Sub-TIP, and WBS.

3.2 Create Request – for "Other Project" Types

A third "Other Project" type is used for: a) projects that share a WBS or b) projects without a TIP or WBS number. Examples of projects that are organized under a single WBS are bridge projects, preliminary engineering projects, Division maintenance, spot safety, bridge, rail. Examples of projects that do not have a TIP or WBS are commerce or municipal projects.

User Tip: If you create an "Other" type project, there will be no STaRS information. You must populate all the data yourself.

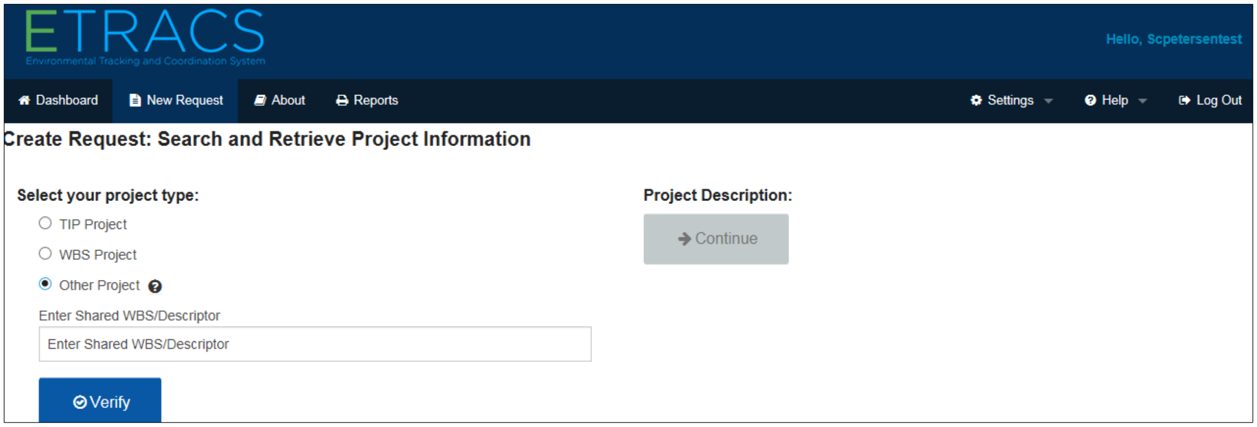
3.2.1 Creating the project

This project type is created the same way from the dashboard.

1. Click New Request from the application top navigation bar.

The screen appears for you to search and retrieve the project information.

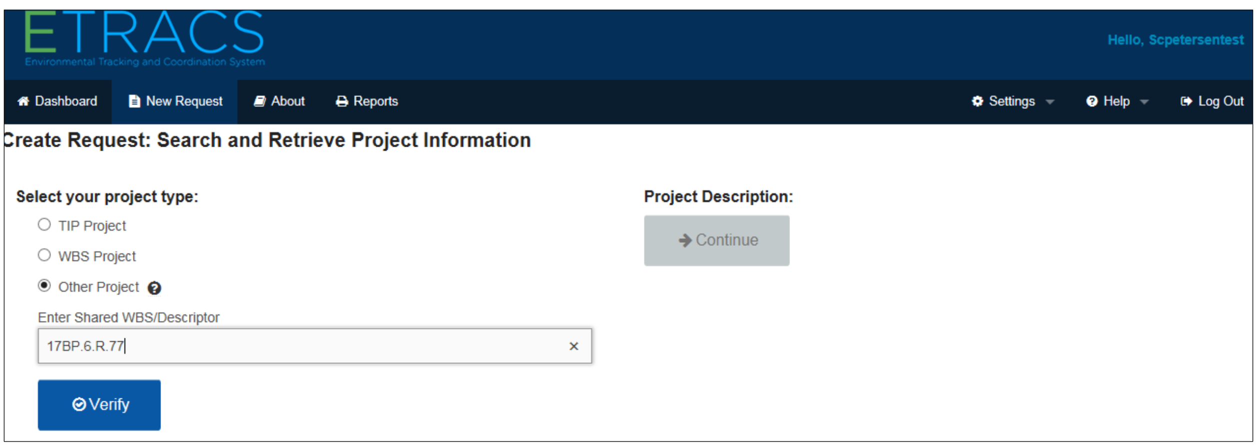
2. Select Other Project.



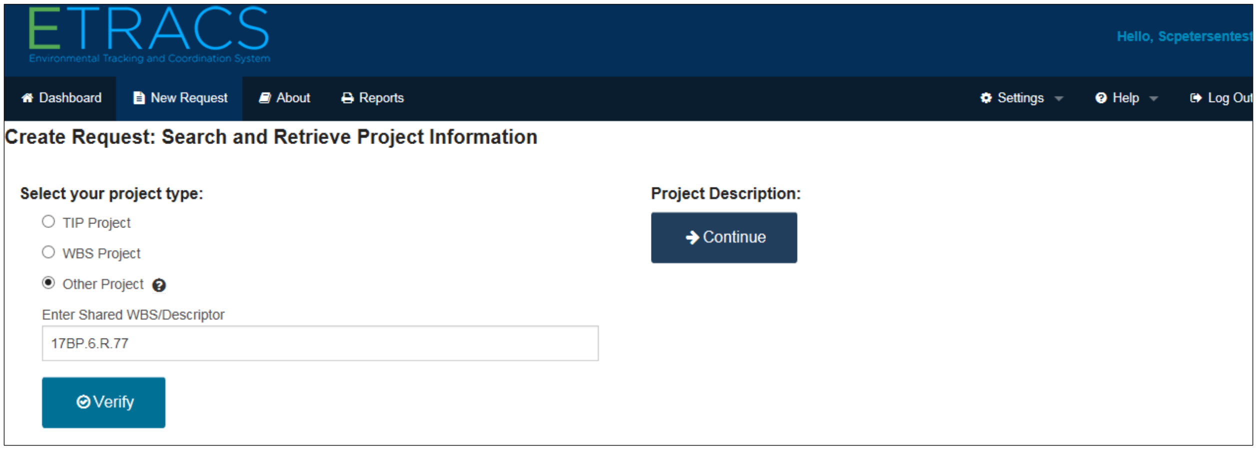
User Tip: there is a tooltip to explain the project type(s) that require this new option. Look for the **?.**

WARNING: Be very careful to use this option *only* in cases where your project requires it (because it shares a WBS or doesn't have a TIP or WBS). This option *does not* get information from STaRS nor send milestone completion dates back to STaRS. Do not use the option for "Other Project" when there is a correct TIP/WBS to "drill down to" in STaRS.

3. Enter the shared WBS or some other descriptor.



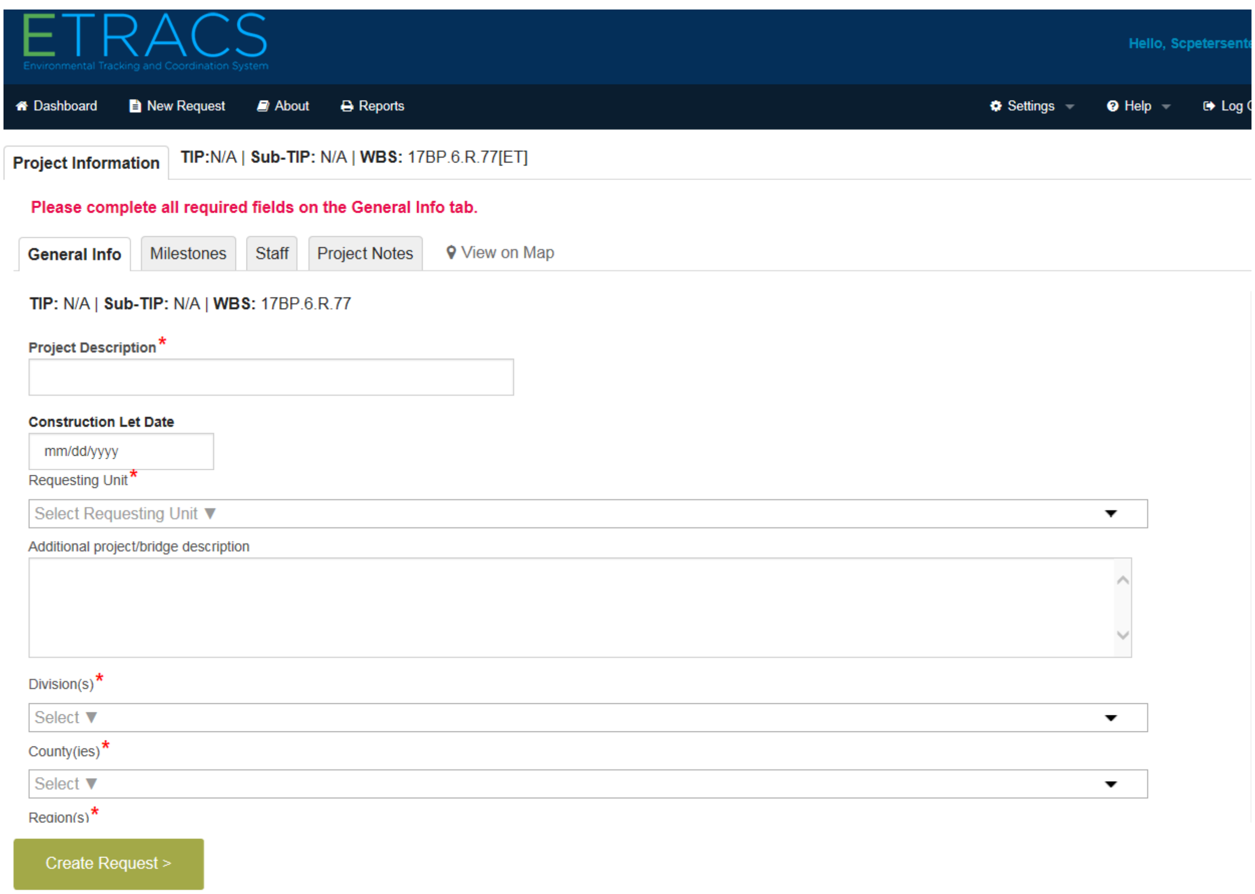
4. Click Verify. The Continue button is enabled.



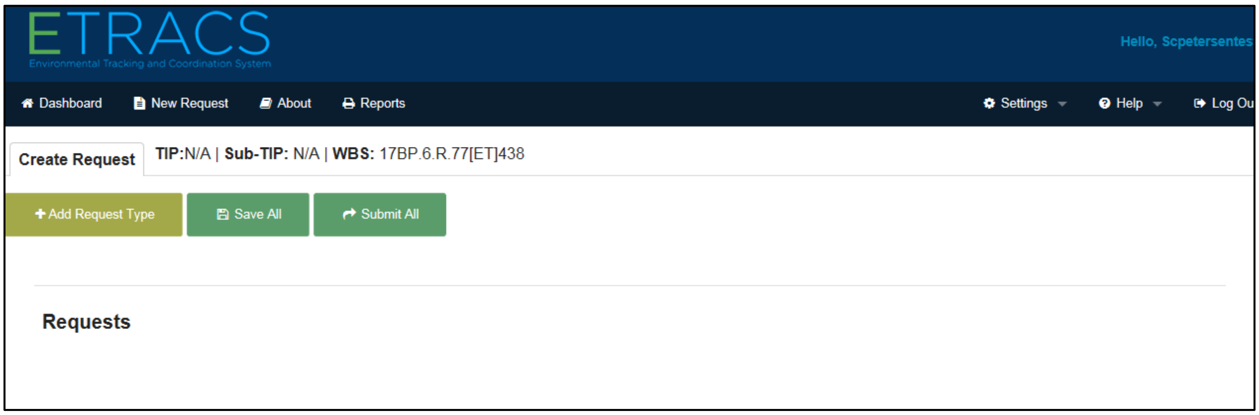
3.2.2 Completing Project Information

The Project Information tabs appear.

5. Note the project number at the top of the screen. It will contain the original shared WBS (or descriptor), plus [ET] as an indicator that ETRACS is going to assign a special (non-SAP) project number.



6. Enter the information that is required or needed. The *only* difference in this project type is the Project Description field, which is open for you to name your project yourself. See Section 3.2.3.1, “Naming these projects” for more information.
7. When all the information is correct, press Create Request. The empty Create Request screen will appear.
8. NOTE that ETRACS has now assigned a full and unique (non-SAP) project number to your project. From this point, everything functions in the same way for creating, assigning, accepting, and completing a request.

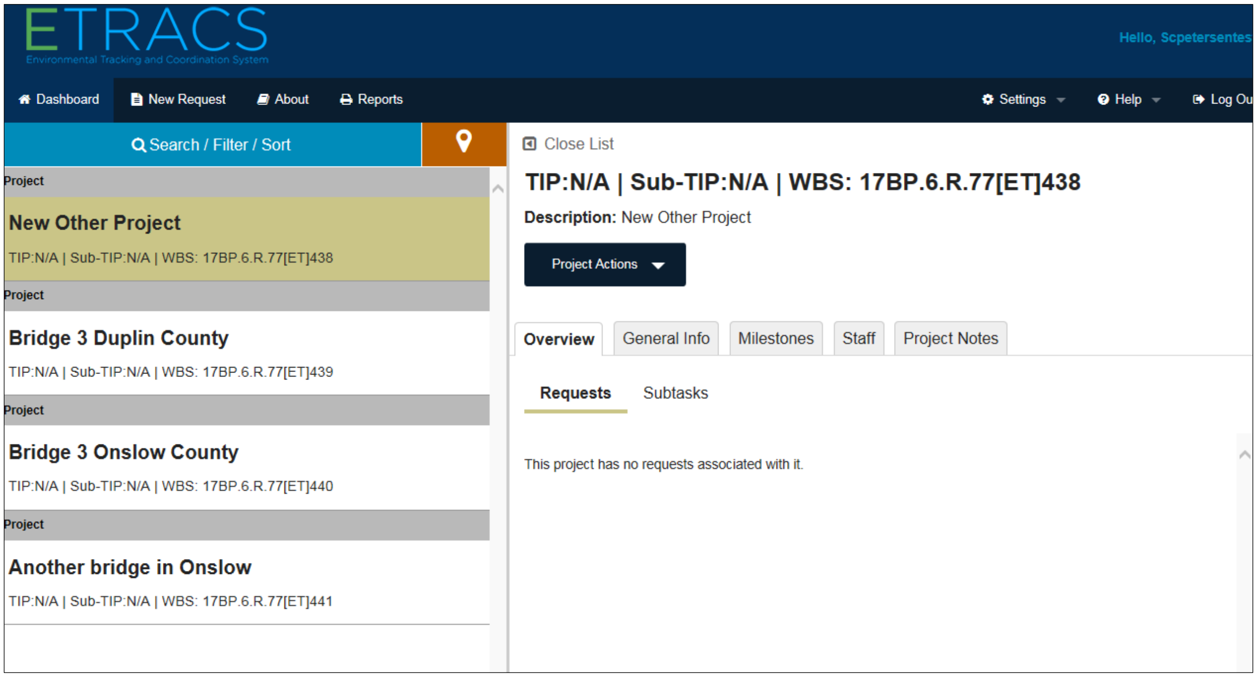


3.2.3 “Other Projects” on the Dashboard

The dashboard will include these projects, and their associated requests, in the same way as the other projects. The only differences you may note are: naming the projects, filtering, and searching for these projects. See the next sections for information.

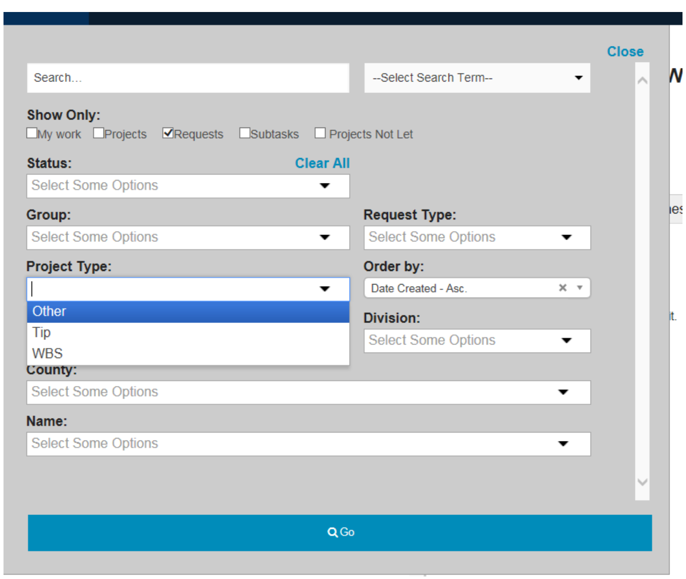
3.2.3.1 Naming these projects

Because these projects share a WBS, you should use the Project Description of the project to clearly tell them apart. For example, in the screenshot below, four projects were opened under WBS 17BP.6.R.77. Note how two of the names include the County name so that the other ETRACS users can easily see which “Bridge 3 project” they need to look at. Consider this when you are naming your “Other” type projects.



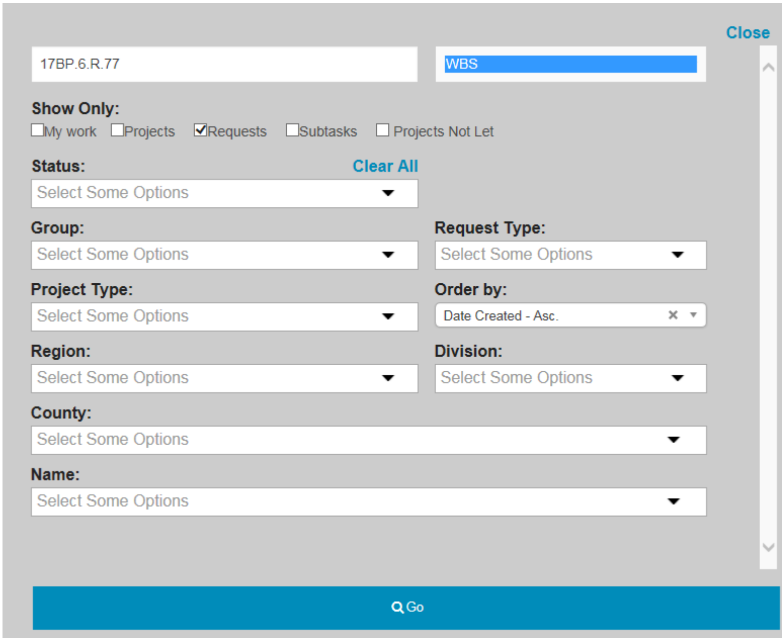
3.2.3.2 Filter for these projects

From the Dashboard, if you want to filter for these projects, you will note that “Other” is one of the Project Type filter options.

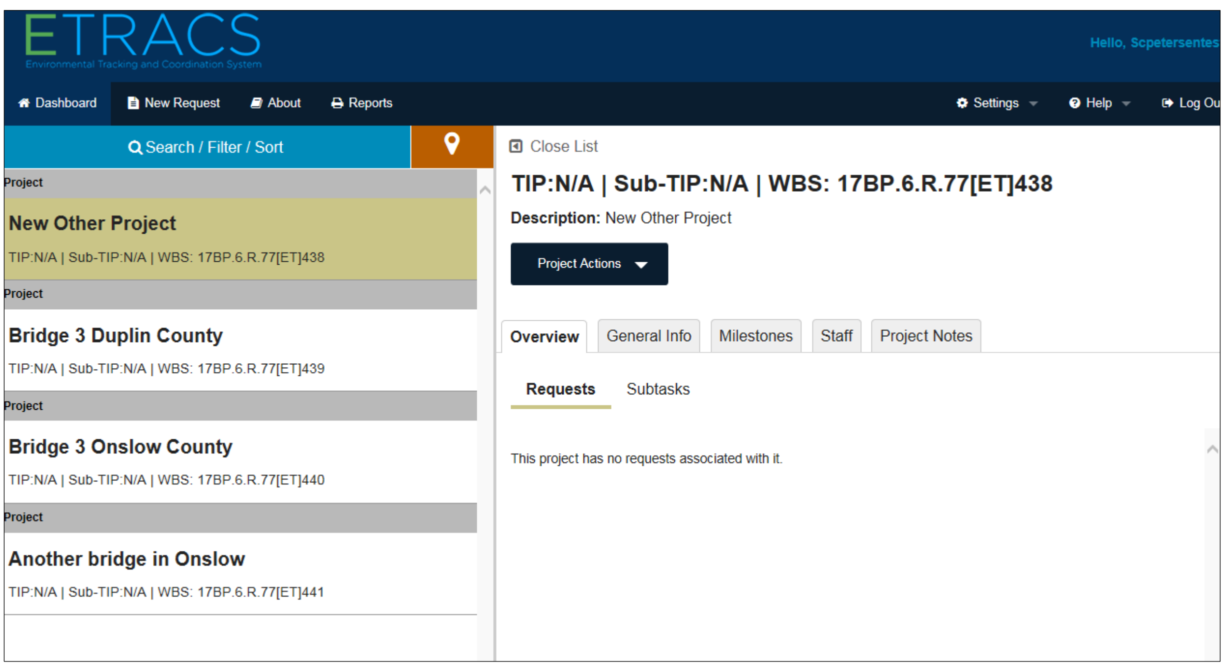


3.2.3.3 Search for these projects

If you want to view only the projects that have been created under a specific shared WBS, you can use the Search option at the top of the Search/Filter/Sort menu by entering the "parent" WBS in the search field. For example, to find all the projects under WBS 17BP.6.R.77, enter that WBS into the Search field and select WBS as the search option.



You will see all the projects created under that WBS.



ETRACS has now created your "Other Type" project. Continue with Section 3.3, "Check and Update Project Information on all the project tabs," below.

3.3 Check and Update Project Information on all the project tabs

Project information can be created/updated while creating a request, as shown here. It may also be updated by anyone associated with the project during its entire lifecycle.

3.3.1 Project Information Tabs

This section explains how to fill out and use the project information tabs. The data pulled from STaRS/SAP will display on the tabs, and ETRACS allows you to update information before creating your request. There is lots of information, so you will need to check all four tabs.

User Tip: Remember, if you have created an "Other" type project, there will be no STaRS information. You must populate all the data yourself. See Section 3.2.2, "Completing Project Information" if you need more information about "Other" type project.

NOTE: all fields marked with a red asterisk (*) are required. You will be prompted for the areas where there is missing information that will prevent your creating your request.

The following tabs/functions are described below:

3.3.1.1 GENERAL INFO TAB

3.3.1.2 MILESTONES TAB

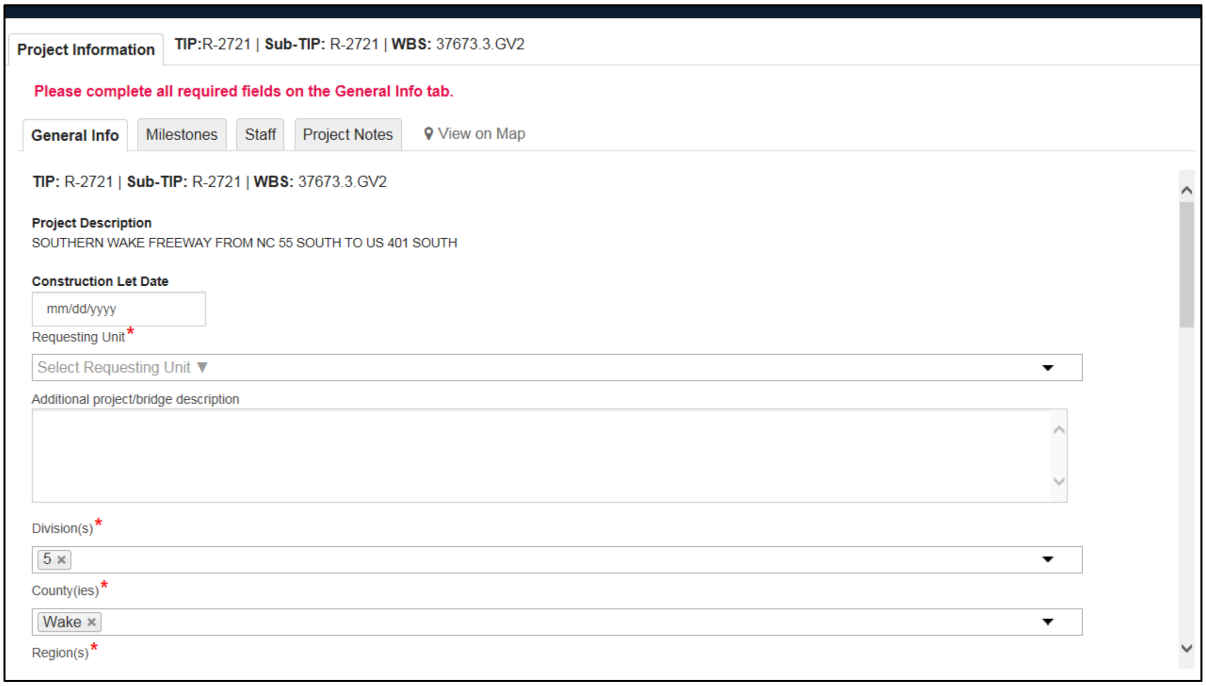
3.3.1.3 STAFF TAB

3.3.2 VIEW ON MAP

3.3.1.1 General Info Tab

1. Select the General Info tab. The General Info tab contains the most-current information from STaRS, as well as all updates by anyone else who has been working on this project in ETRACS. This is a long screen with lots of information, so use the scroll bar(s) to review and/or edit.

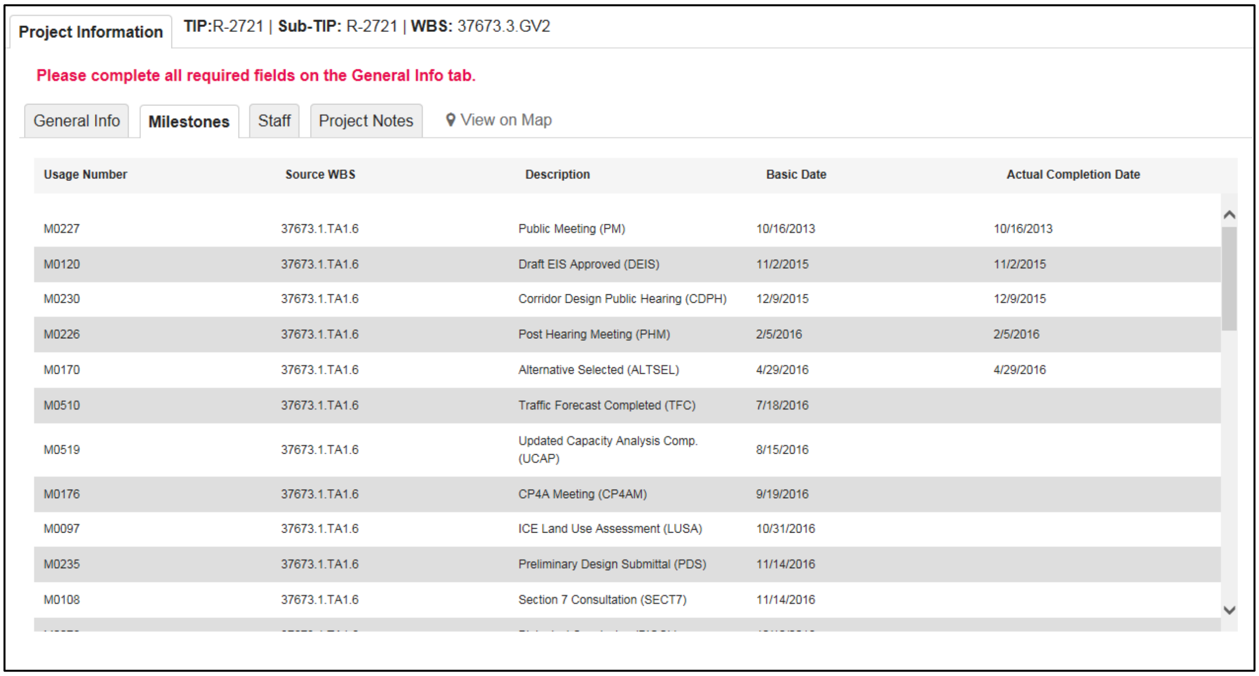
User Tip: Remember, if you have created an "Other" type project, there will be no STaRS information. You must populate all the data yourself. See Section 3.2.2, "Completing Project Information," if you need more information.



2. **FIRST STEP**: Check the TIP, Sub-TIP and WBS numbers at the top of the screen to ensure that you are creating your request on the right project at the right level.
3. Provide updates as needed. Information can be added to any editable field.

3.3.1.2 Milestones Tab

4. Select the Milestones tab.

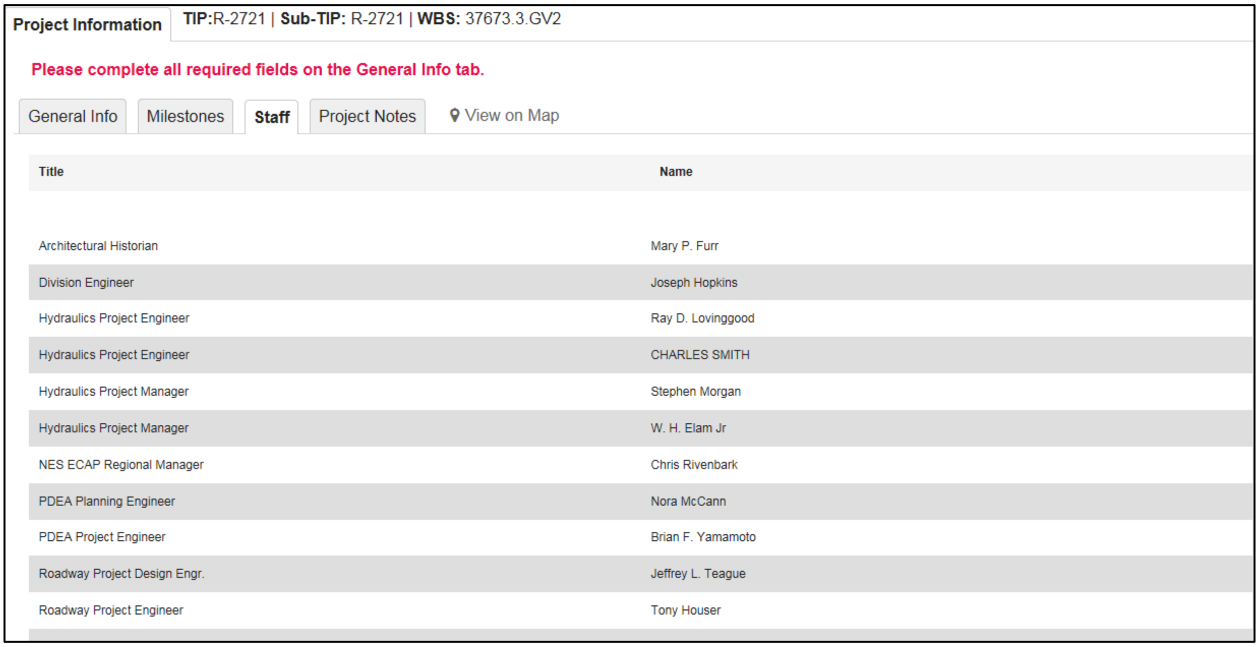


5. Check the information that has come from STaRS/SAP. You may not update. Check the milestone list to ensure you are at the proper WBS level. For "Other" type projects, there is no STaRS/SAP information.

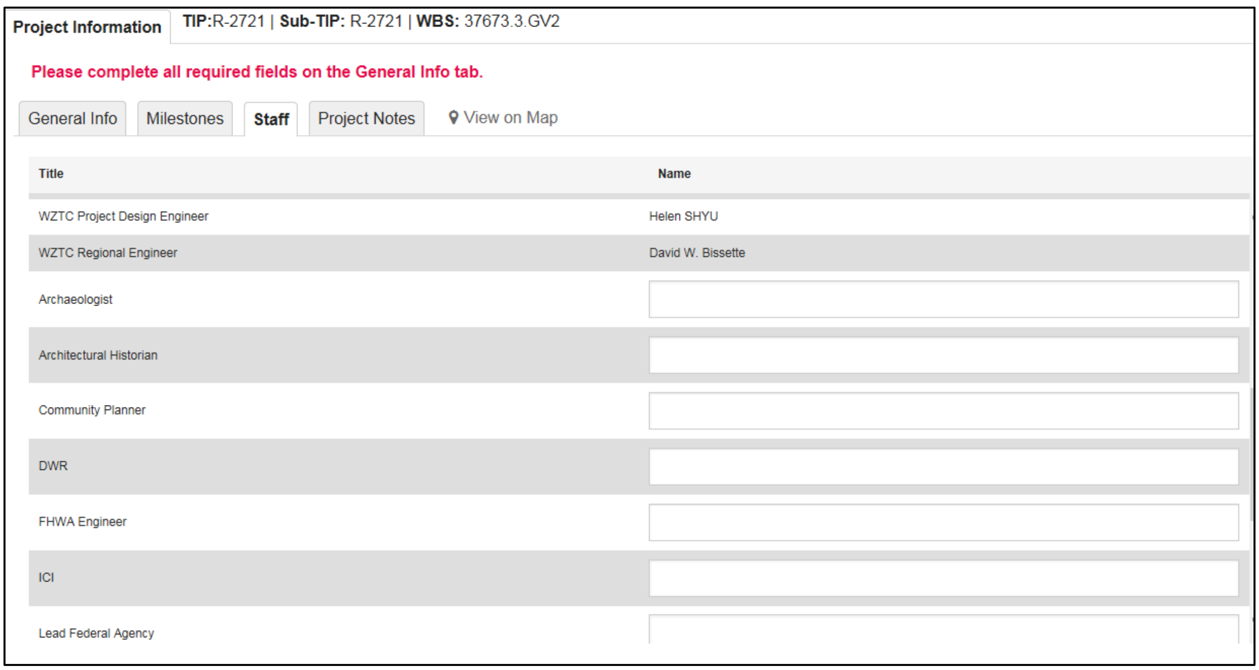
3.3.1.3 Staff Tab

6. Select the Staff tab. The Staff tab also has information pulled directly from STaRS, but there are some staff positions on this page that you can add and/or change.

The ones that come from STaRS and that you cannot change in ETRACS look like this:

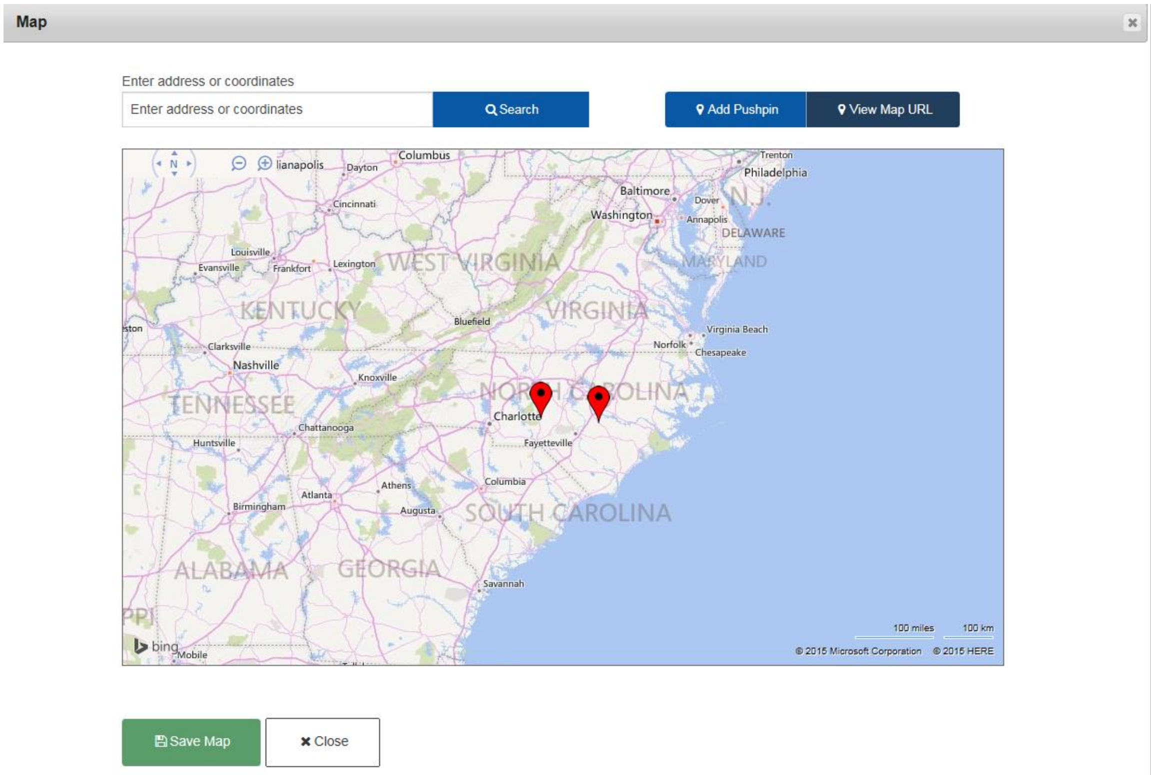


The ones that you can add and/or change look like this:



3.3.2 View on Map

7. After you are satisfied with the information on the tabs, you may click on the View on Map function.



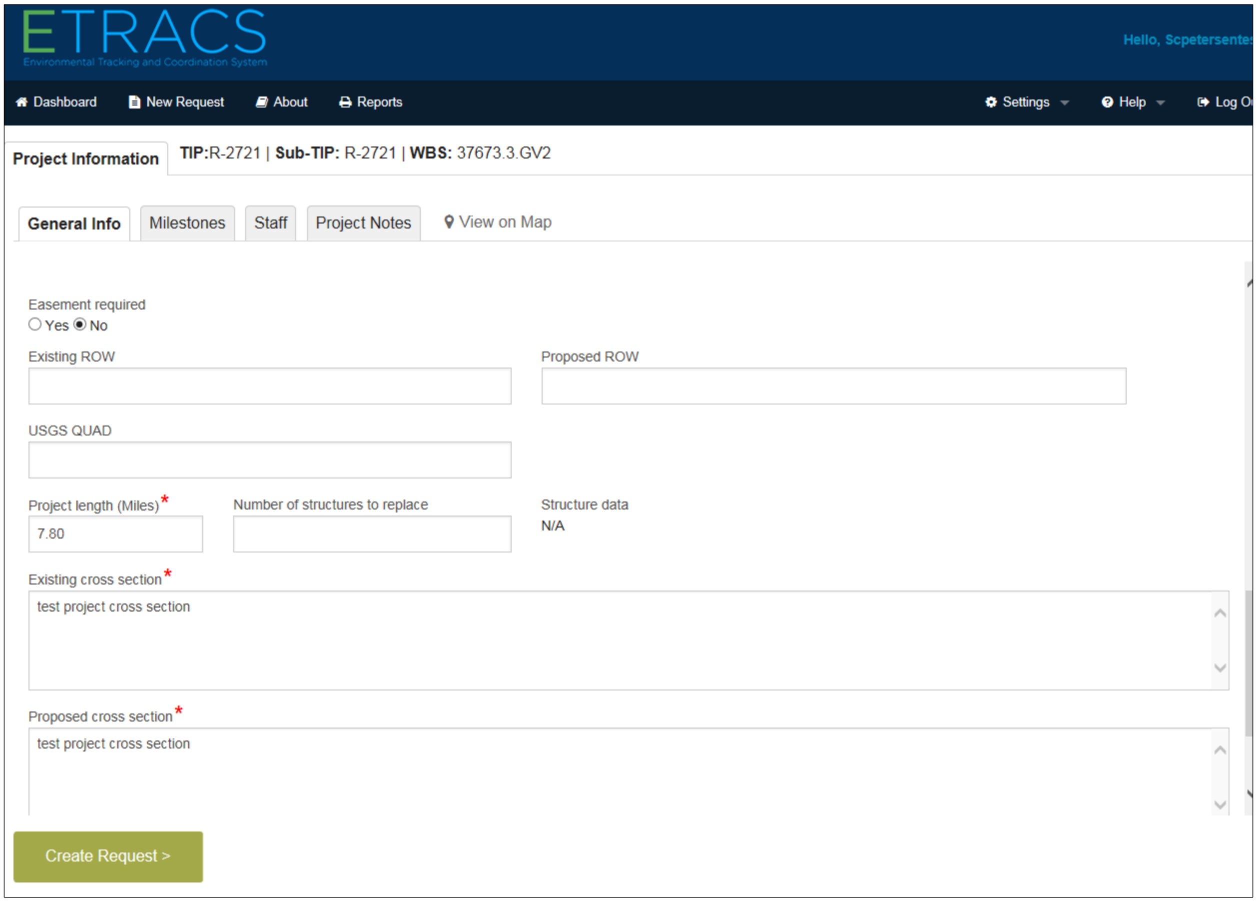
8. Add all the pins you want, then click the Save Map button.

NOTE: Project pins are red. Request pins are yellow.

3.3.2.1 Basic Project Information Complete

When all required information has been entered – that is, all fields marked with a red asterisk * – and you are satisfied with all the project information on all four tabs and the map:

9. Click the Create Request button.



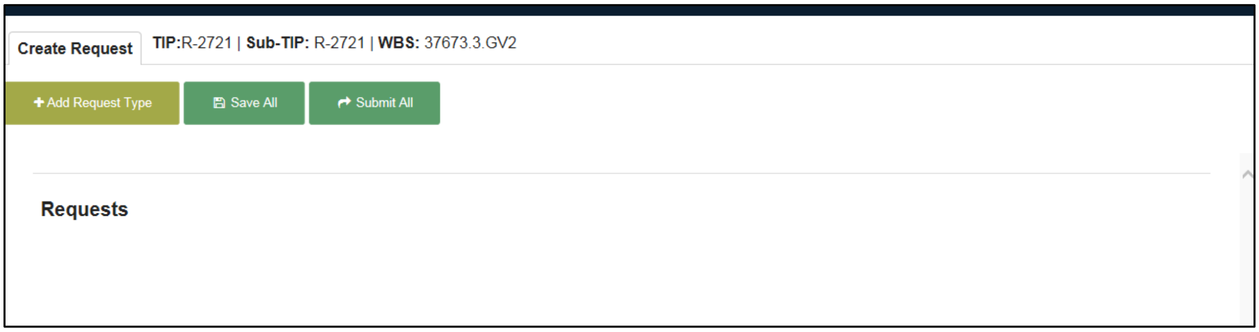
NOTE: The system has now saved your project information.

An empty Create Request screen appears.

3.4 Create Request – Step 2 Create Your List of Requests

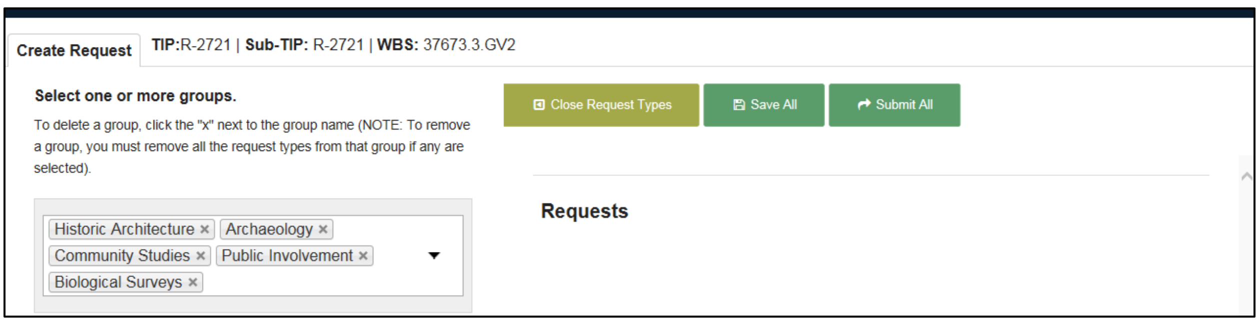
Starting on the empty Create Request screen:

1. Click the + Add Request Type button.

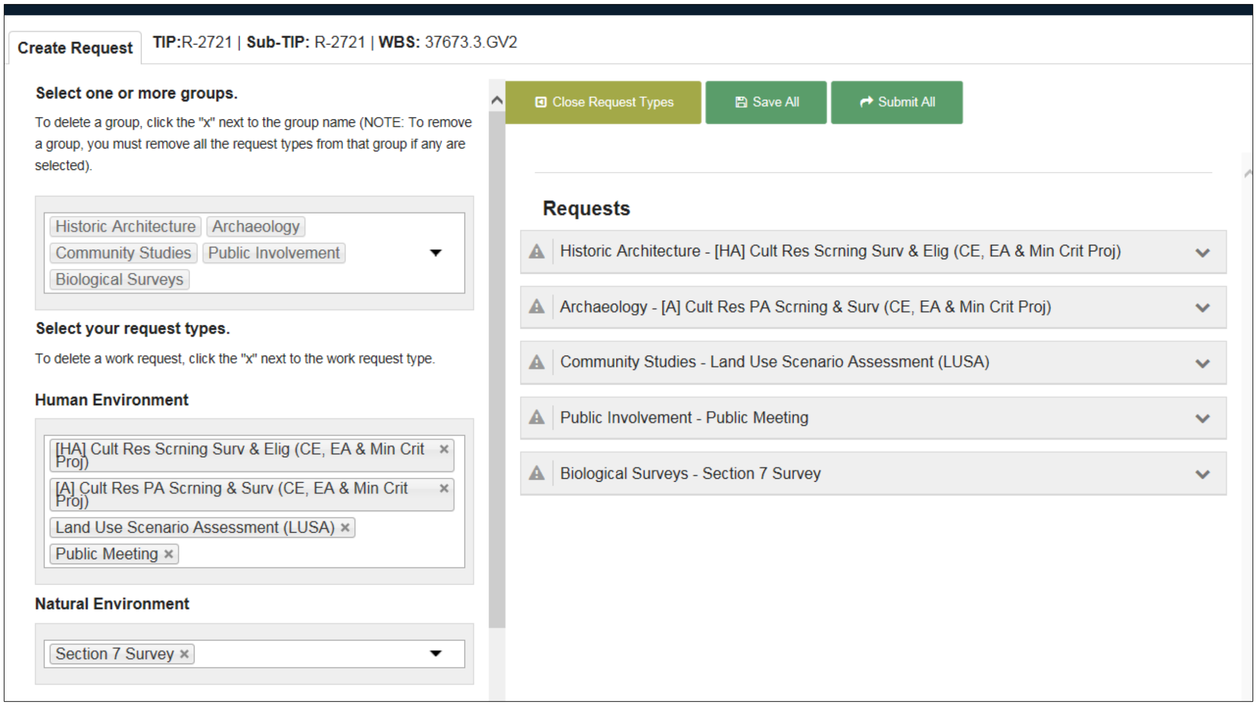


The Request Selection panel appears on the left-hand side.

2. In the first dropdown on the left-hand selection panel, select as many groups as you need.



3. On the second and third dropdowns on the left-hand selection panel, select the appropriate request type(s) from the group(s) that you selected.



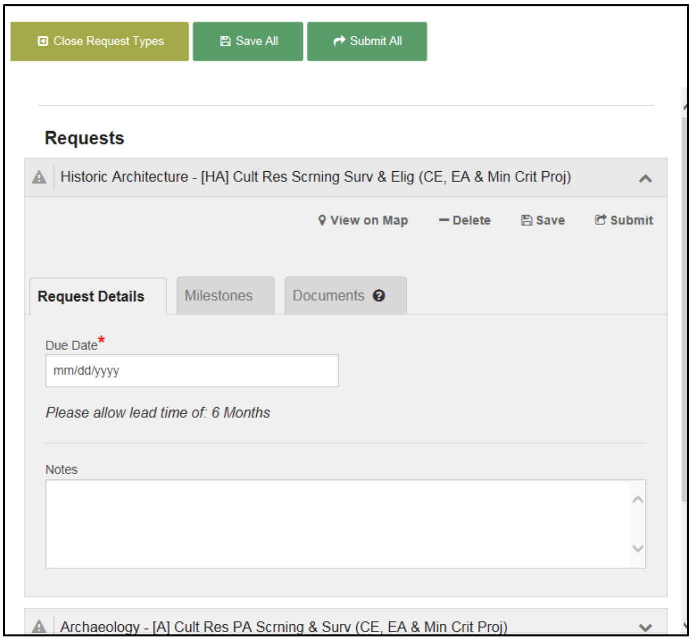
The request type(s) you selected will appear in the left-hand selection panel and also in a list in the right-hand panel.

Screen Tip: if you change your mind about the group and/or section you have on the left-hand list, you can click the clear symbol (x) at any time before you submit the request.

IMPORTANT NOTE: You may click "Save All" at any point so that you can leave and return later to finish your requests. You should always save your requests **as you are creating them**! This will prevent accidentally losing them if you experience a system timeout or any other issue.

3.5 Create Request – Step 3 Create Request Details

1. On the right-hand panel, click on each request in the list as you as you are ready to work on it.



For each request, the Request Details open with 3 tabs for you to enter information as explained in the following sections:

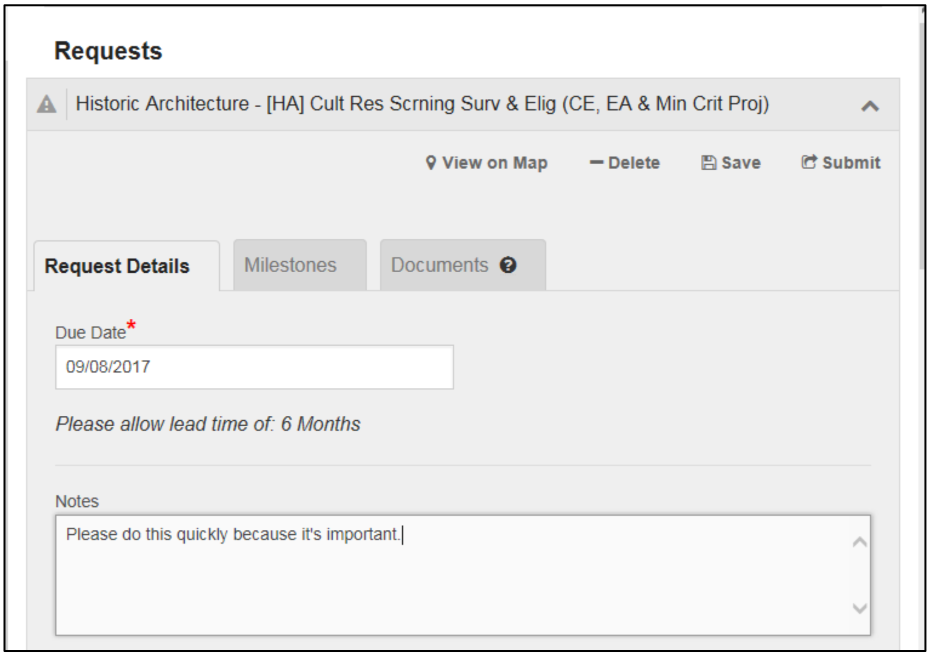
3.5.1 Request Details Tab

3.5.2 Milestones Tab

3.5.3 Documents Tab

3.5.1 Request Details Tab

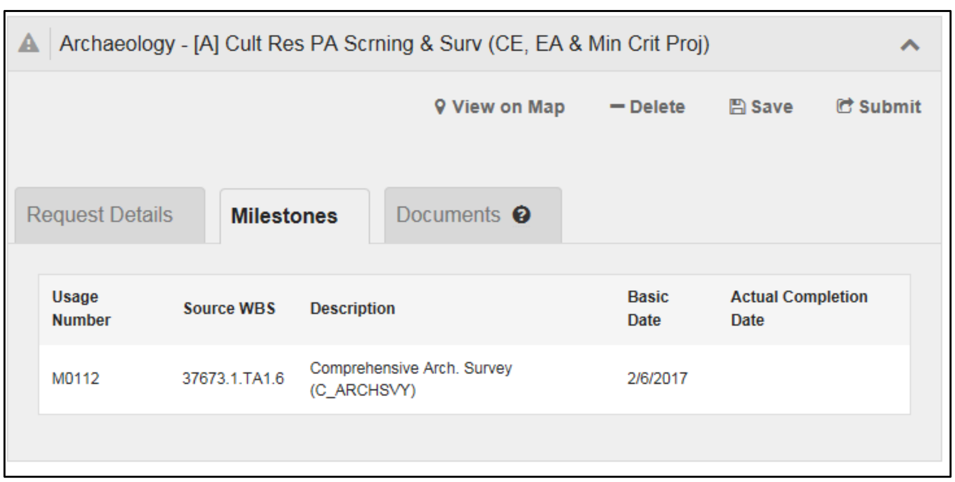
2. Click on the Request Details Tab. Note the requested suggestion for lead time for this request



3. Type in a Due Date or enter the due date using the calendar.
4. Add your Notes in the large text box.

3.5.2 Milestones Tab

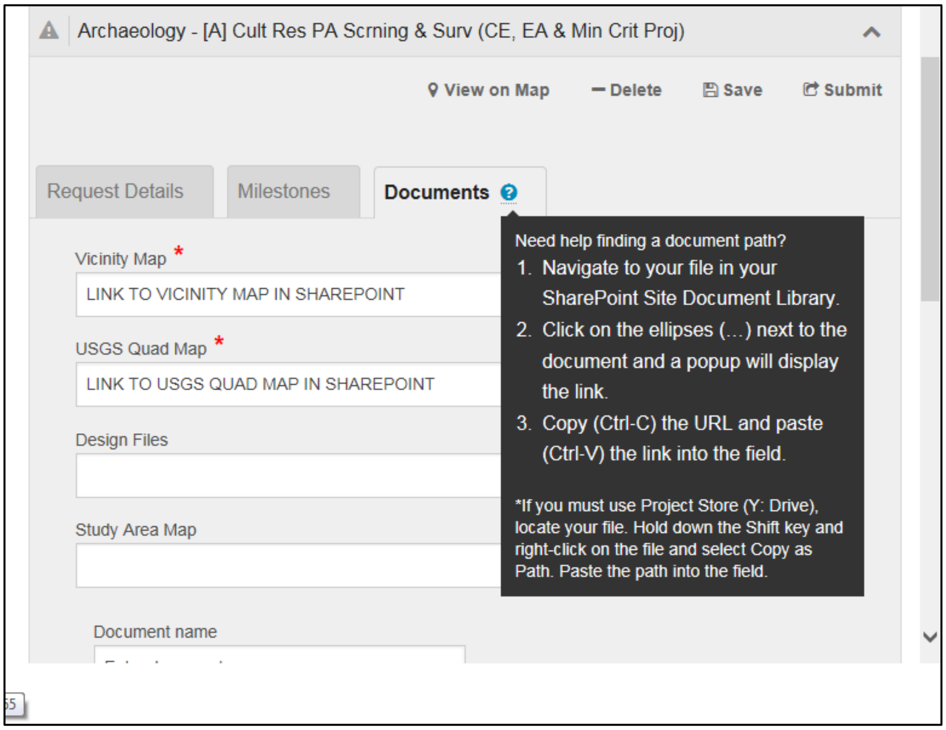
5. Click on the Milestones Tab. The Milestones screen appears.



6. Check the information that has come from STaRS/SAP. You may not update. Check the milestone list to ensure you are at the proper WBS level.

3.5.3 Documents Tab

7. Click on the Documents Tab. The Documents screen appears.



This screen will have no pre-populated information and may be quite large.

Screen Tip: some documents are required and are marked with a red asterisk *.

User Tip: each request type has its own unique set of required and optional documents.

8. Paste in the link to your document.
    a. If your documents are in the SharePoint Document Library:
        - Navigate to your file in your SharePoint Site Document Library.
        - Click on the ellipses (...) next to the document and a popup will display the link.
        - Copy (Ctrl-C) the URL and paste (Ctrl-V) the link into the field.

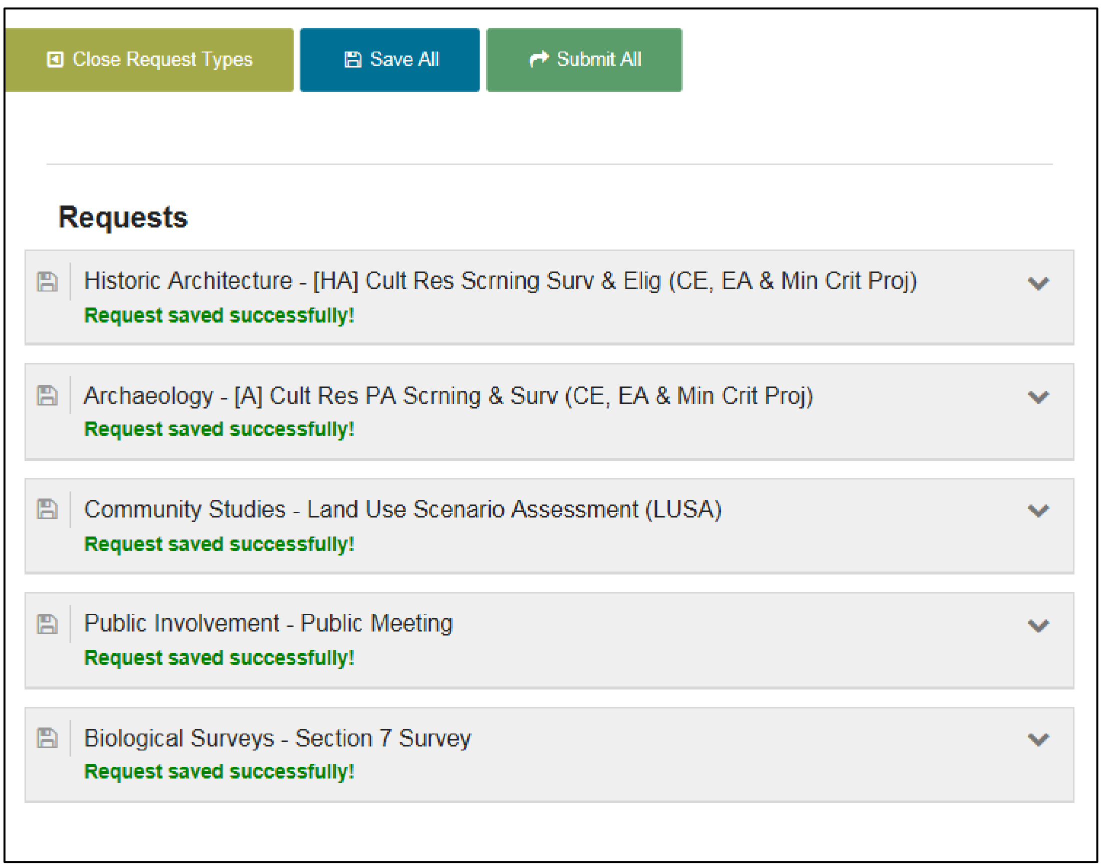
b. If you must use Project Store documents:
  - Make sure that your Y: drive is mapped to Project Store.
  - Browse to the file using **Windows Internet Explorer.**
  - Shift-Right-Click on the file. Select Copy as Path.
  - Paste the path into the text box.

User Tips: Always use **Windows Internet Explorer** to capture and view the documents. Never use servconn to find documents.

These instructions are also in Tool Tips on any screen that requires document links. Look for the **?**

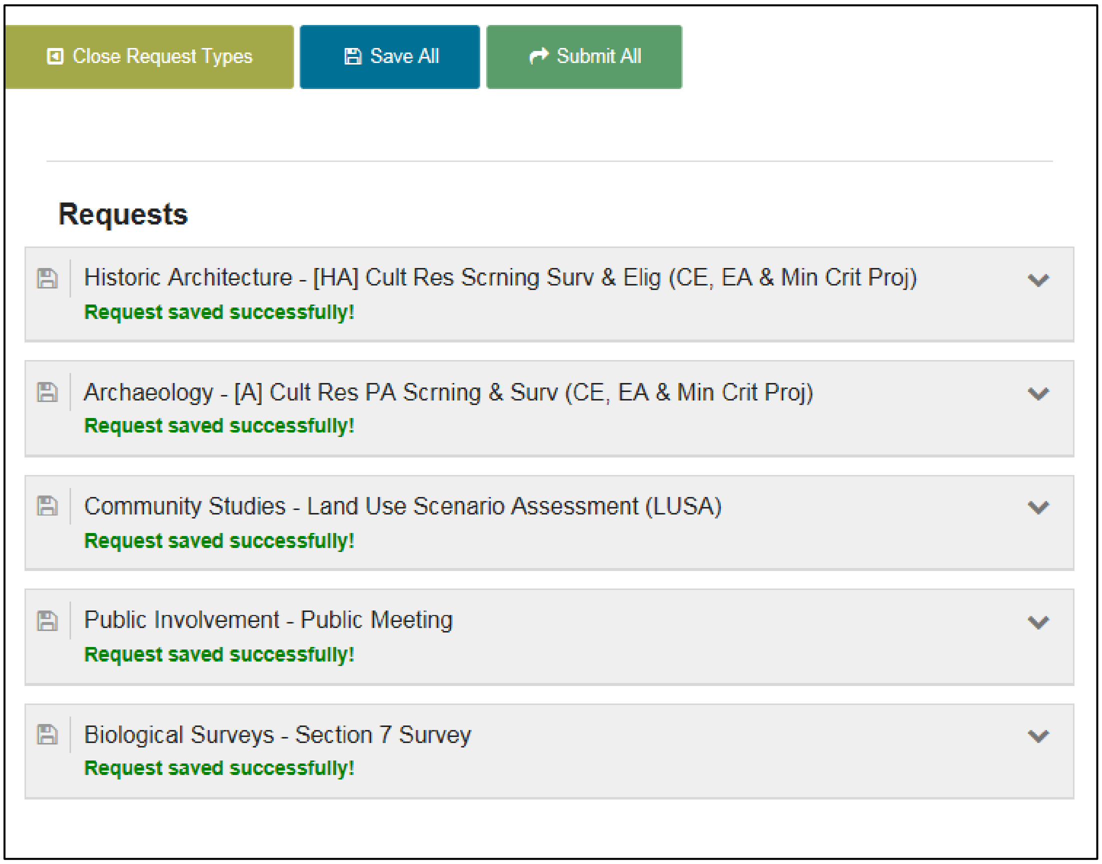
9. Save each request as you complete it. You will see a message **Request saved successfully!**
10. Close the completed request by clicking anywhere on the bar at the top of the request.
11. For each request, return to Section 3.5, "Create Request – Step 3 Create Request Details," and repeat the steps for each request.

When you have completed and saved all the requests for this project, your screen will show the **Request saved successfully!** message for each request. There is also now a "save" icon in the form of a floppy disk.



Screen Tip: As you work through creating and adding all the information to your requests, note that the TIP#, Sub-TIP# and WBS# are shown on the screen. This will prove helpful if you want to check to be sure you recall which project you are working with.

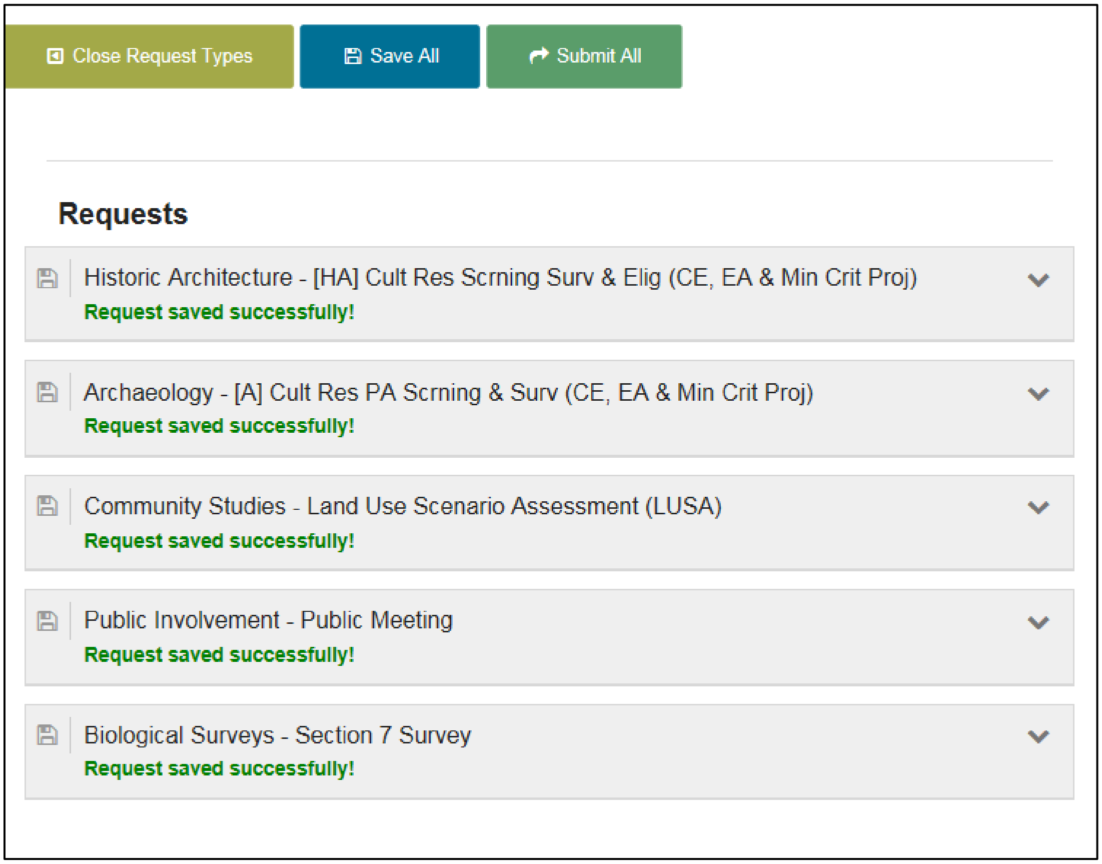
User Tip: These instructions suggest saving each request so that ETRACS can help you by verifying each request in turn and by saving your work as you go along.   You can also save your work using the Save All button at any time in the process of creating the request. However, you will not be able to submit them (next step) until all the information and required documents are included.



When your requests have been successfully saved, they are in the ETRACS system and will show on your dashboard as In Draft.

3.6 Create Request – Step 4 Submit the Request

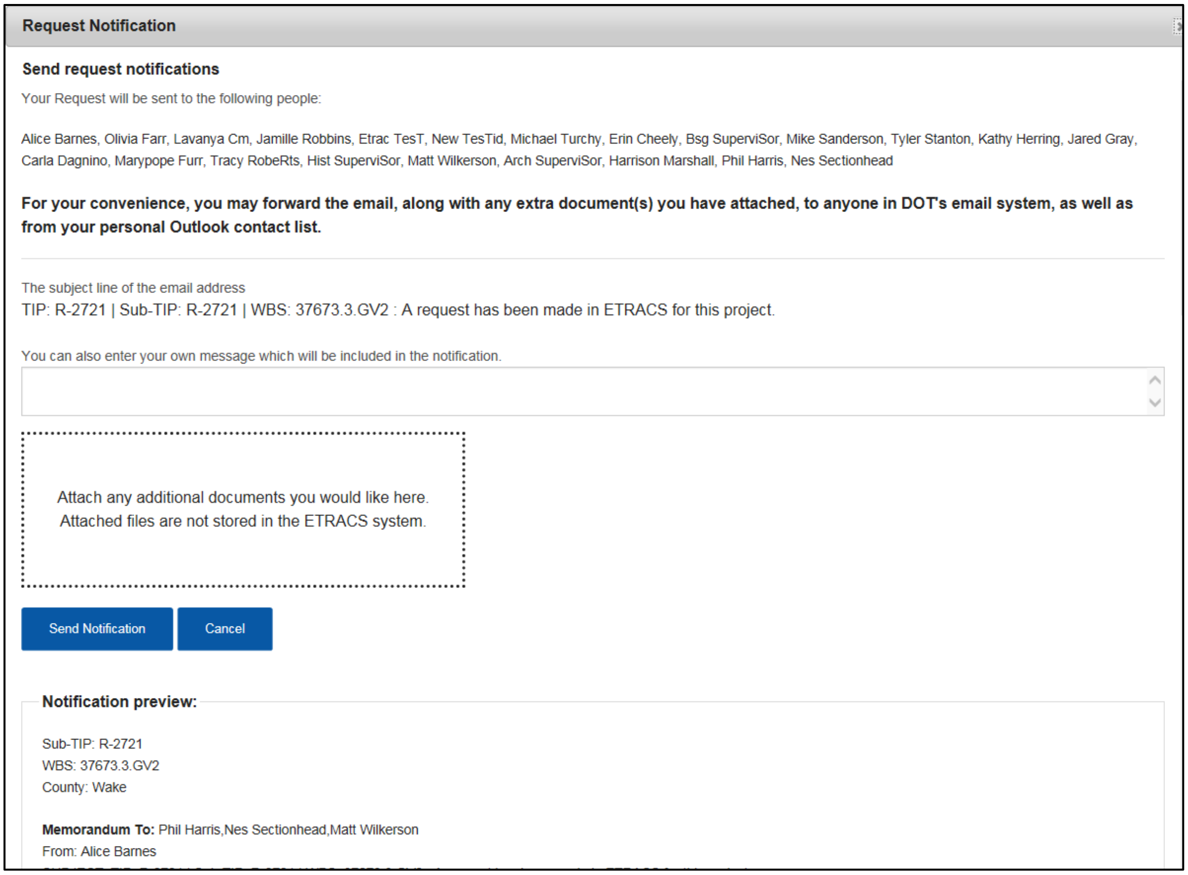
1. Click on the Submit All button. NOTE: if you are creating a single request, just use the Submit button on the request screen.



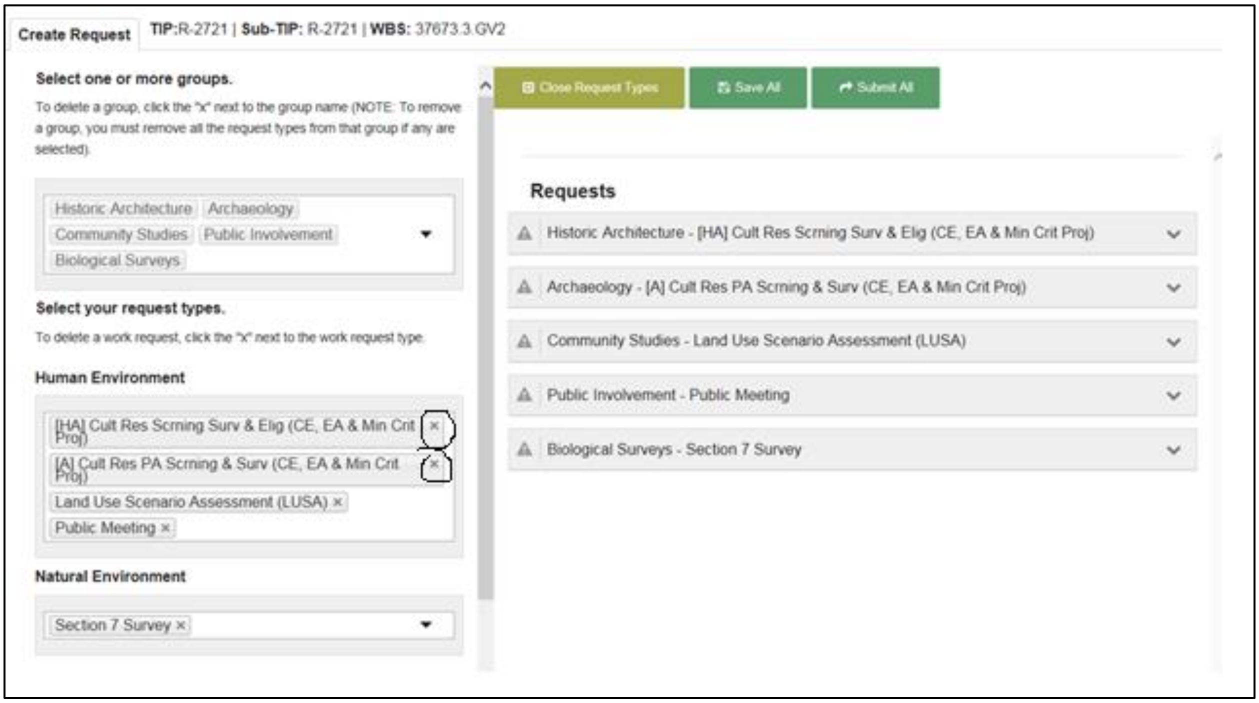
The Request now moves to Requested status. You will be taken to the Request Notification preview screen.

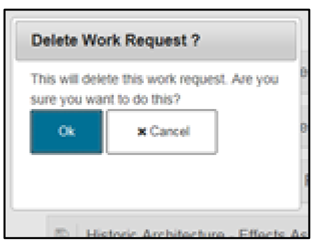
3.6.1 Generate Notifications

2. Preview the notification:
    a. For your convenience, a copy of this memo will be sent to your Outlook email. You may forward the email, along with any extra documents you have attached, to anyone in DOT's email system, as well as from your personal Outlook contact list.
    b. (Optional) Include your own message along with the system-generated information.
    c. (Optional) Attach links to any additional documents. NOTE: be aware that files linked in this memo are not stored in ETRACS.
    d. Scroll down to see that ETRACS has included the information about the projects, as well as for all the requests you just created.

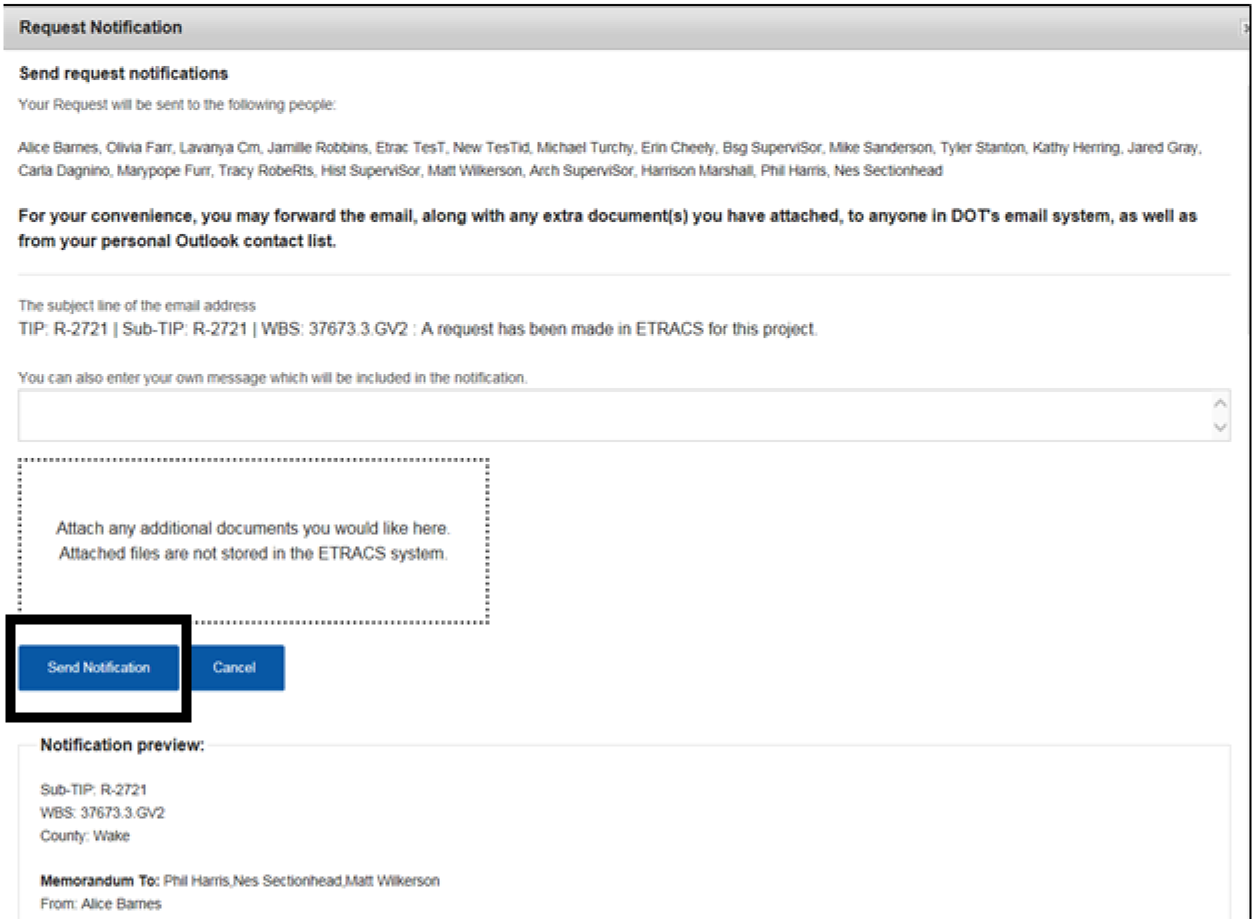

Request Notification
Send request notifications
Your Request will be sent to the following people:
Alice Barnes, Olivia Farr, Lavanya Cm, Jamille Robbins, Etrac TesT, New TesTid, Michael Turchy, Erin Cheely, Bsg SuperviSor, Mike Sanderson, Tyler Stanton, Kathy Herring, Jared Gray, Carla Dagnino, Marypope Furr, Tracy RobeRts, Hist SuperviSor, Matt Wilkerson, Arch SuperviSor, Harrison Marshall, Phil Harris, Nes Sectionhead
For your convenience, you may forward the email, along with any extra document(s) you have attached, to anyone in DOT's email system, as well as from your personal Outlook contact list.
The subject line of the email address
TIP: R-2721 | Sub-TIP: R-2721 | WBS: 37673.3.GV2 : A request has been made in ETRACS for this project.
You can also enter your own message which will be included in the notification.
Attach any additional documents you would like here.
Attached files are not stored in the ETRACS system.
Send Notification
Cancel
Notification preview:
Sub-TIP: R-2721
WBS: 37673.3.GV2
County: Wake
Memorandum To: Phil Harris,Nes Sectionhead,Matt Wilkerson
From: Alice Barnes

3. If you see problems with any of the requests, press Cancel. You will be returned to the Create Request screen. You can edit the request details or delete work request(s) if you need to. To delete a request, use the X button located in the left panel. You will be prompted to be sure you want to delete it.



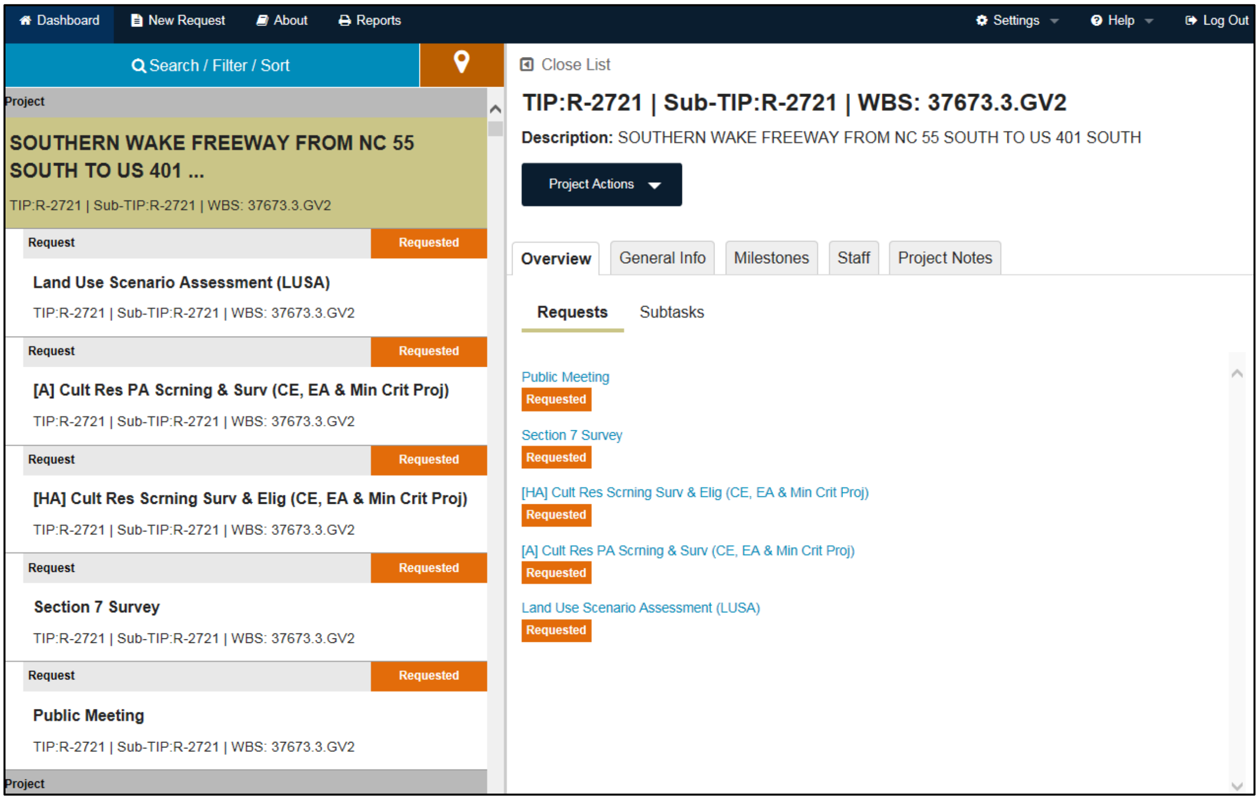


4. When you are satisfied with the information in the notification, click the Send Notification button.



You will receive a brief message that your request has been submitted successfully. ETRACS sends the request notification to the appropriate Outlook inboxes: you, the unit head, group supervisor(s), and any additional people whom you selected.

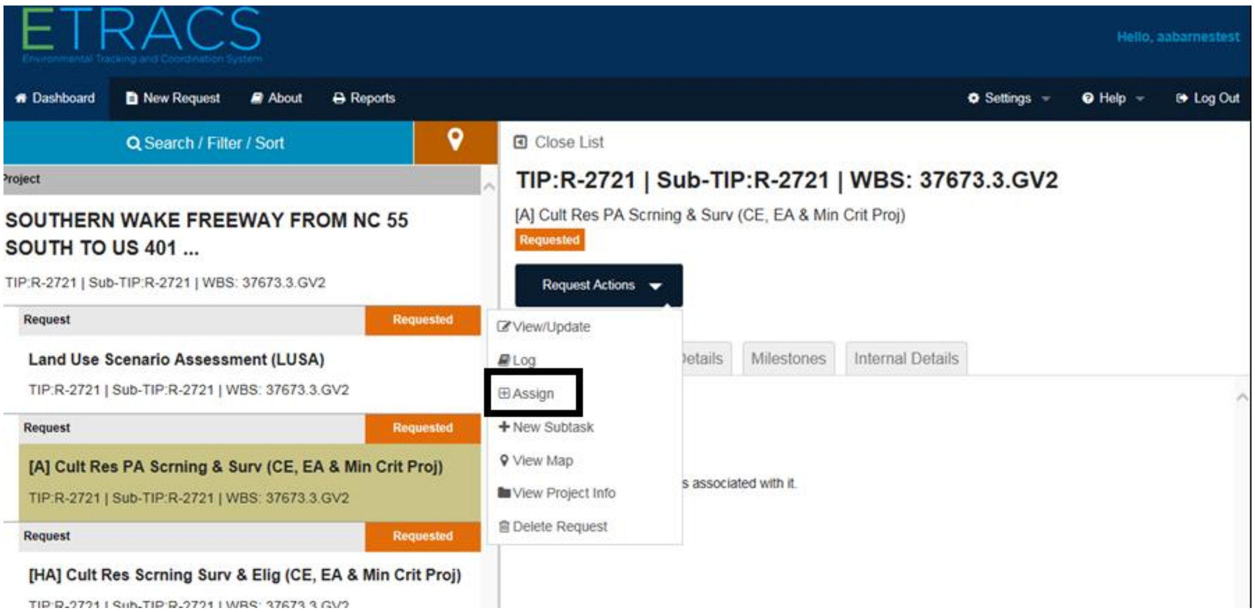
ETRACS returns to the Dashboard. On the Dashboard, the requests will all have the status **REQUESTED**.



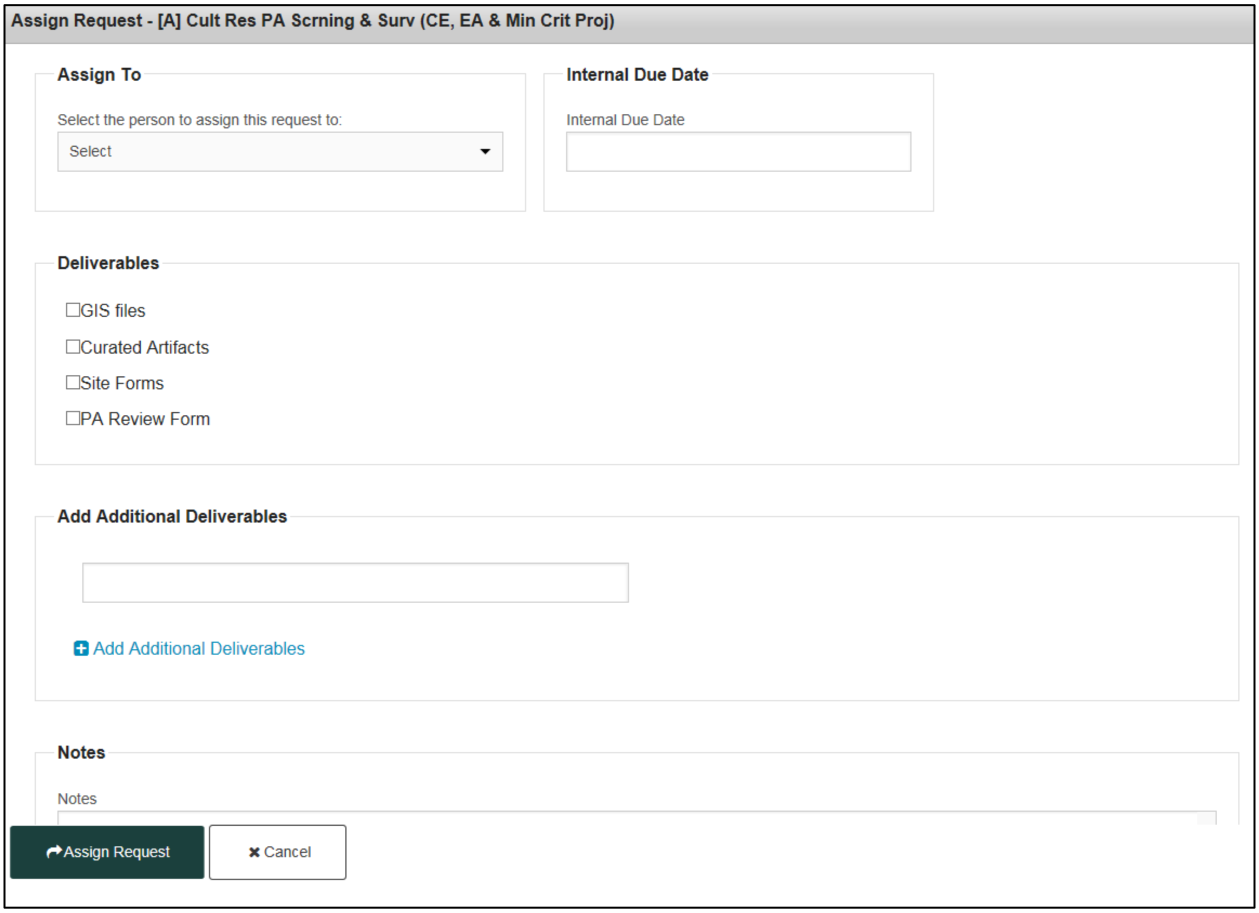
4 Assign Request – For the Supervisor

Now that the requests have been created and requested, the request status is **REQUESTED**, and the supervisor can assign each one appropriately to a specialist to do the work. The supervisor receives an email notification that the request(s) have been submitted.

1. Review all the information that has been created in the request by the requestor, as outlined in the preceding process, Section 3, "Request Functions – For the Requestor." The only tabs with information at this point are Request Details and Milestones.
2. From the Dashboard, highlight the request on the left-hand panel, click on the Request Actions button, and select Assign.



A blank Assign Request screen appears.



3. Select the person you wish to assign the request to.

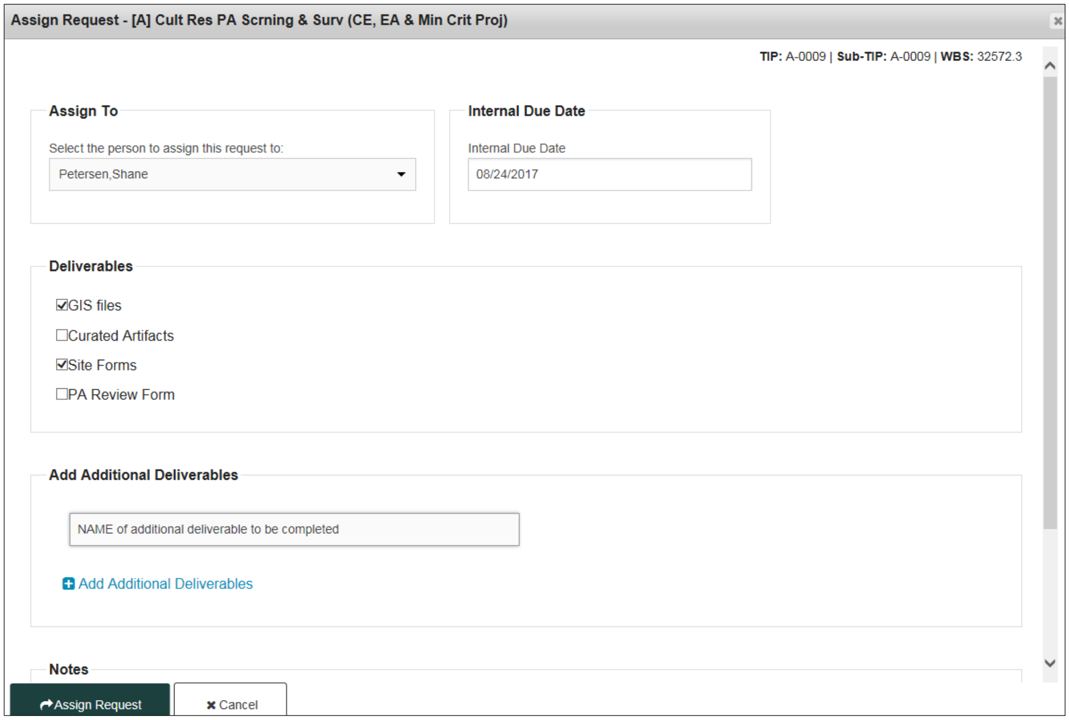
User Note: you may also assign a request to yourself if you are in the appropriate user group.

4. Select the Internal Due Date either typing the date or using the calendar. You can use the Internal Due Date to give everyone a buffer of time for internal review before the request due date.
5. Select the deliverable(s) that must be completed by using the checkboxes. You may add additional deliverable(s) by typing in the name of deliverable and selecting the Add Additional Deliverables button.

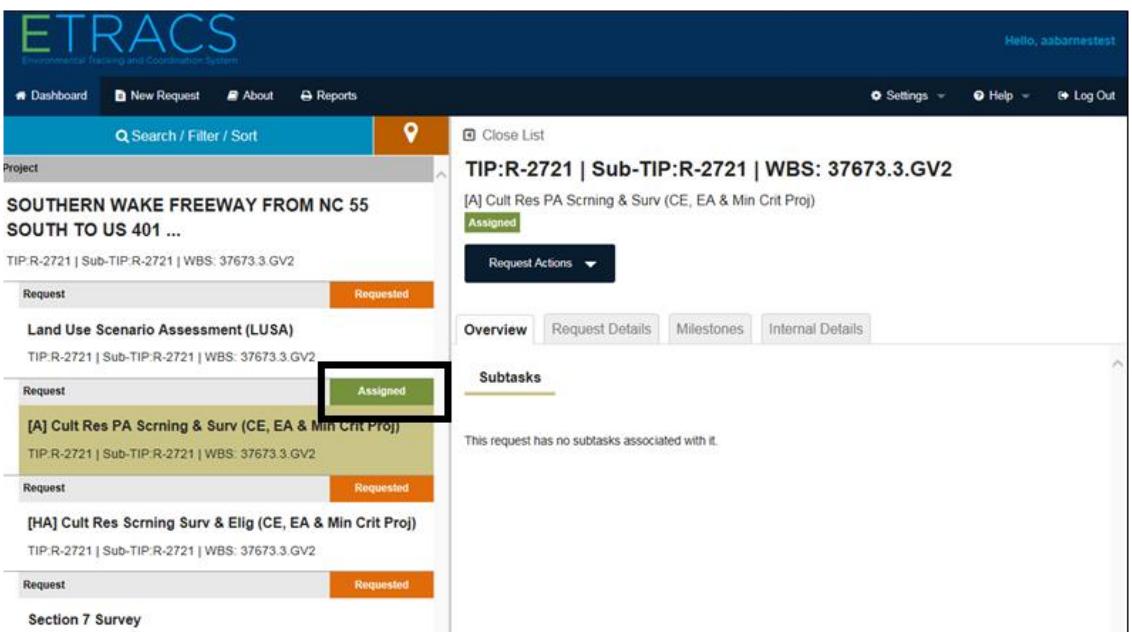
User Tip: If you are assigning requests where there are multiple people assigned (Section 7 and USFS), you will not have the deliverable option on this screen. In those two request types, you must confer with the specialists to ensure that they add their deliverables by using the View/Update option. This step for the specialist is covered in this document in Section 6.2.2, “Updating Internal Details.”

6. Scroll down to use the large text box for internal notes that are going to the assignee.

7. When you are satisfied with the information, click the Assign Request button.



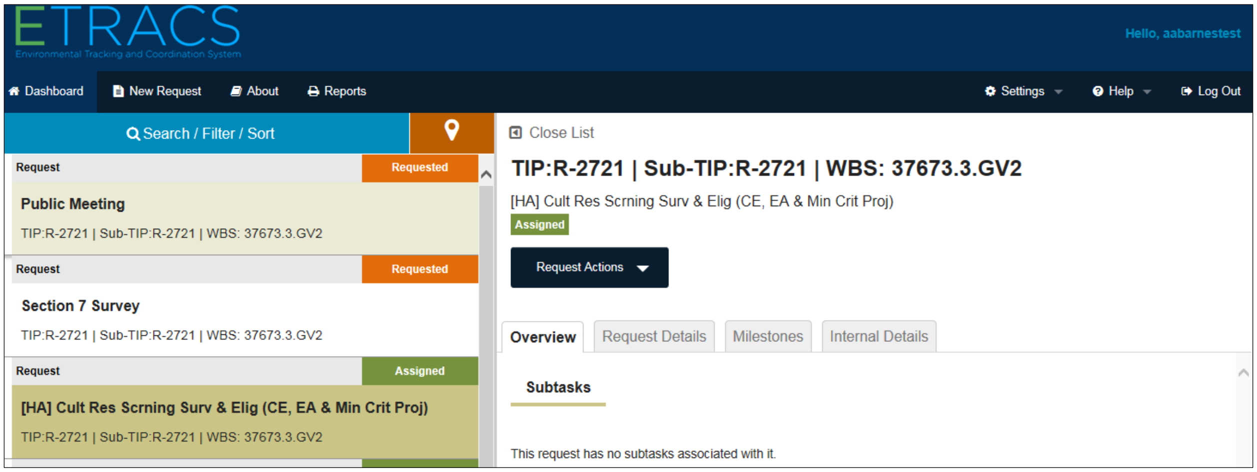
You will receive a message that you have **successfully assigned the request**. The request is now shown on the Dashboard as **ASSIGNED**.



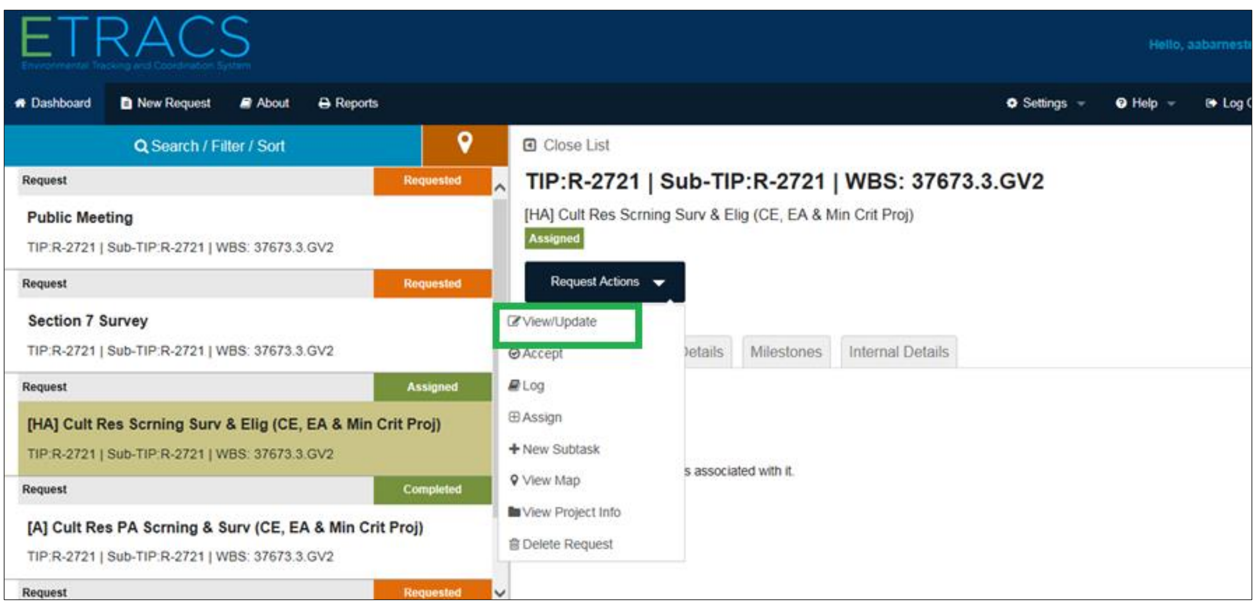
5 Review Request – For the Specialist

Once the request is assigned, as in Section 4, "Assign Request," the specialist who has been assigned will see it in their dashboard with the status ASSIGNED. If you are assigned a request:

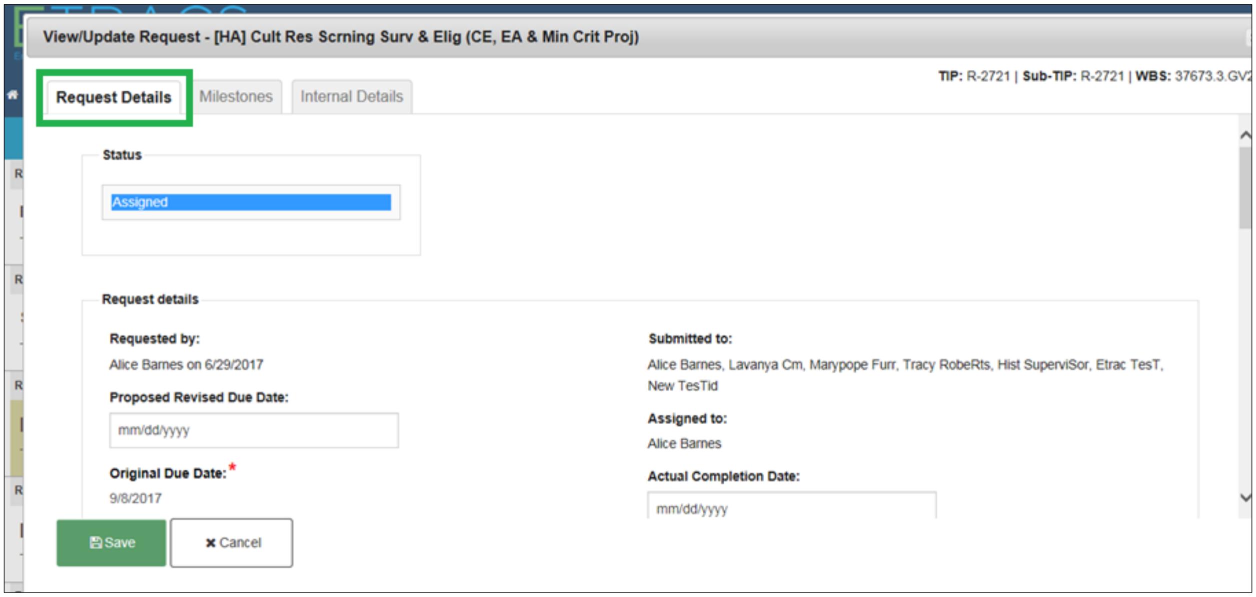
1. Highlight the request on the left-hand panel.



2. Review the request by selecting View/Update from the Request Actions dropdown menu.

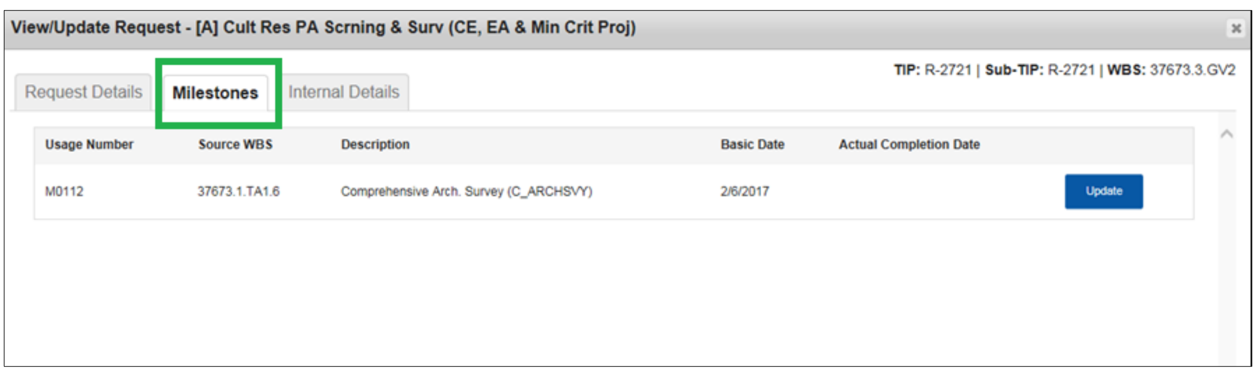


3. At this point, the only tabs with information to review are the Request Details tab and Milestones tab. Review the Request Details tab.

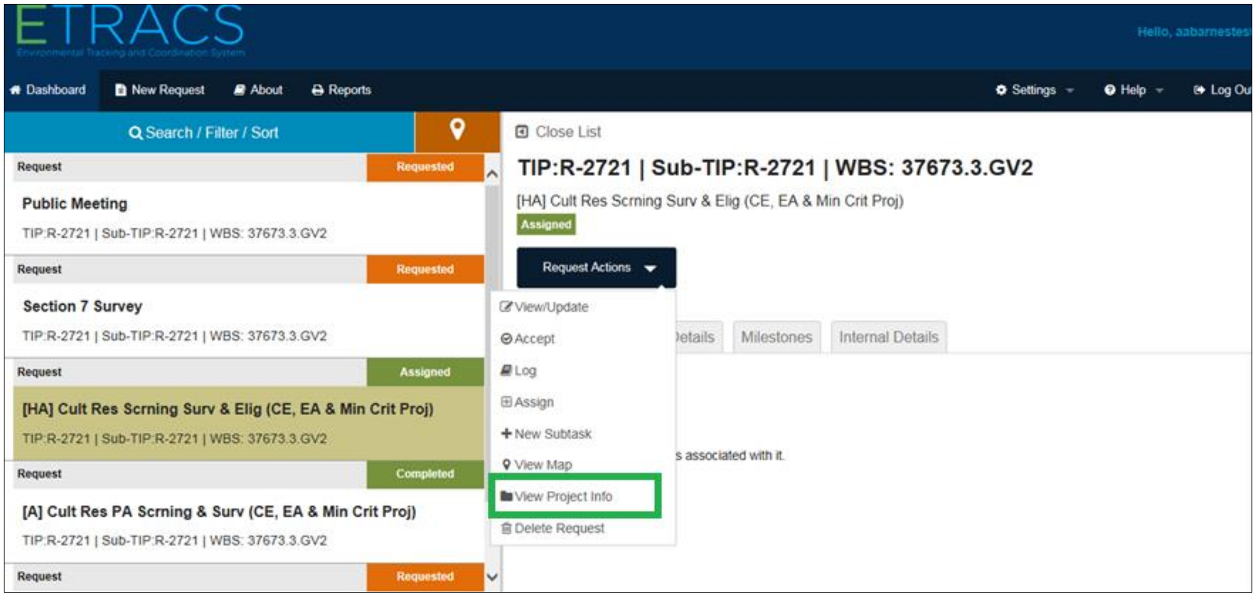


This information is basic to the request and will be useful for its entire lifecycle. The information listed here includes all the people associated with the request, all the dates, the documents, deliverables, and notes.

4. Review the Milestones tab.



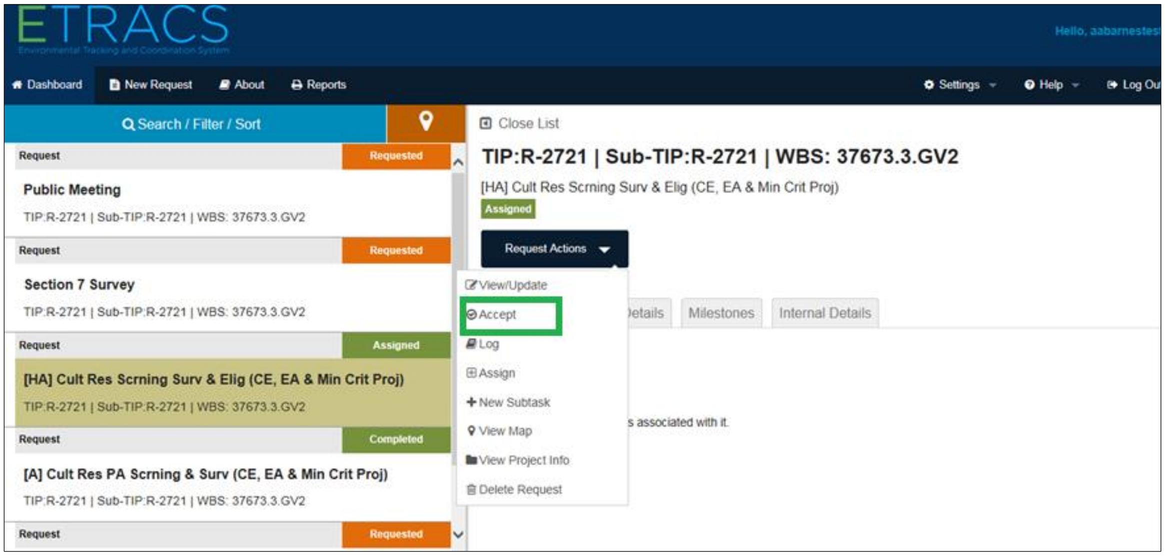
5. Review the Project Information.



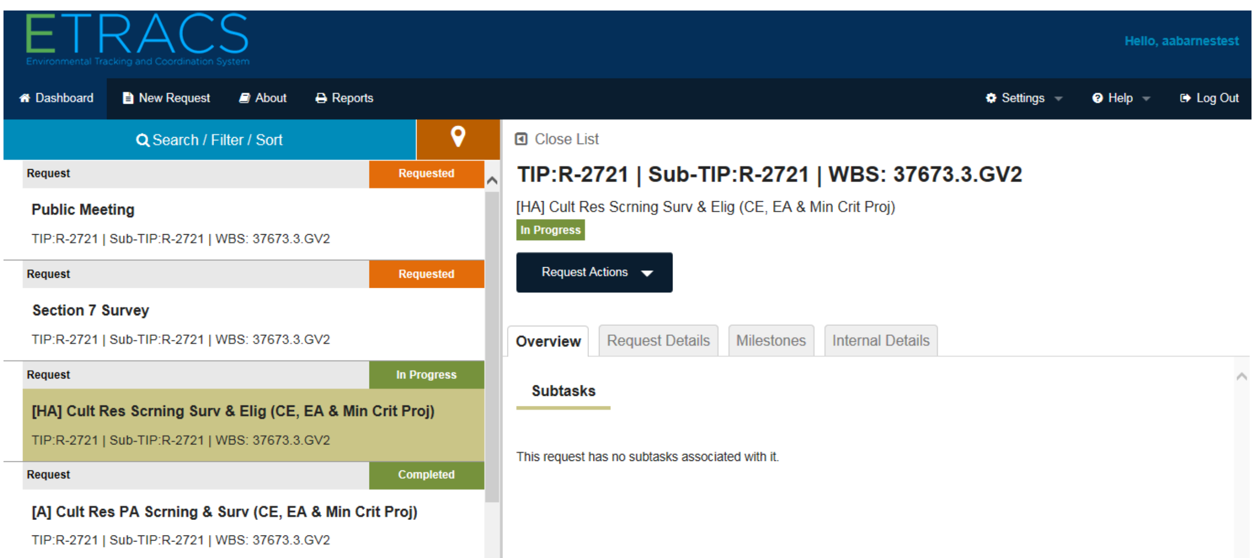
5.1 Accept Request – For the Specialist

If you find everything in order:

1. Pull down the Request Actions menu and select Accept.



The request will now show as IN PROGRESS until you complete the work. NOTE: for split requests, the request goes to IN PROGRESS only after every species/survey type is assigned.



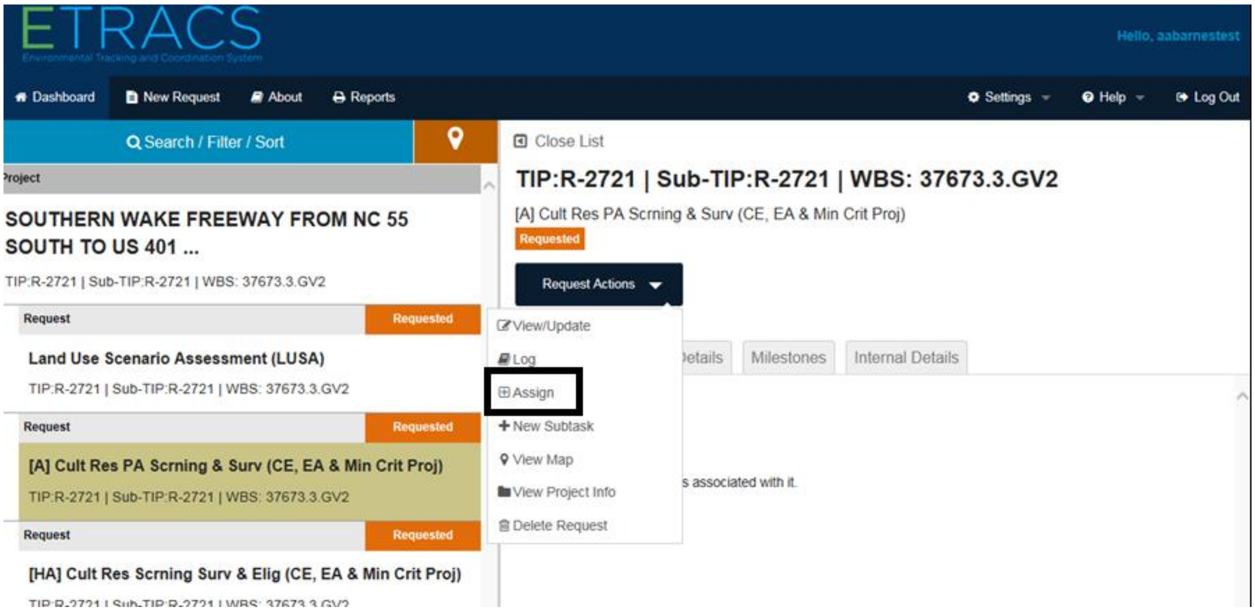
Continue to Section 6.2, “Update / Complete Request – For Specialists.”

6 Maintaining Projects and/or Requests

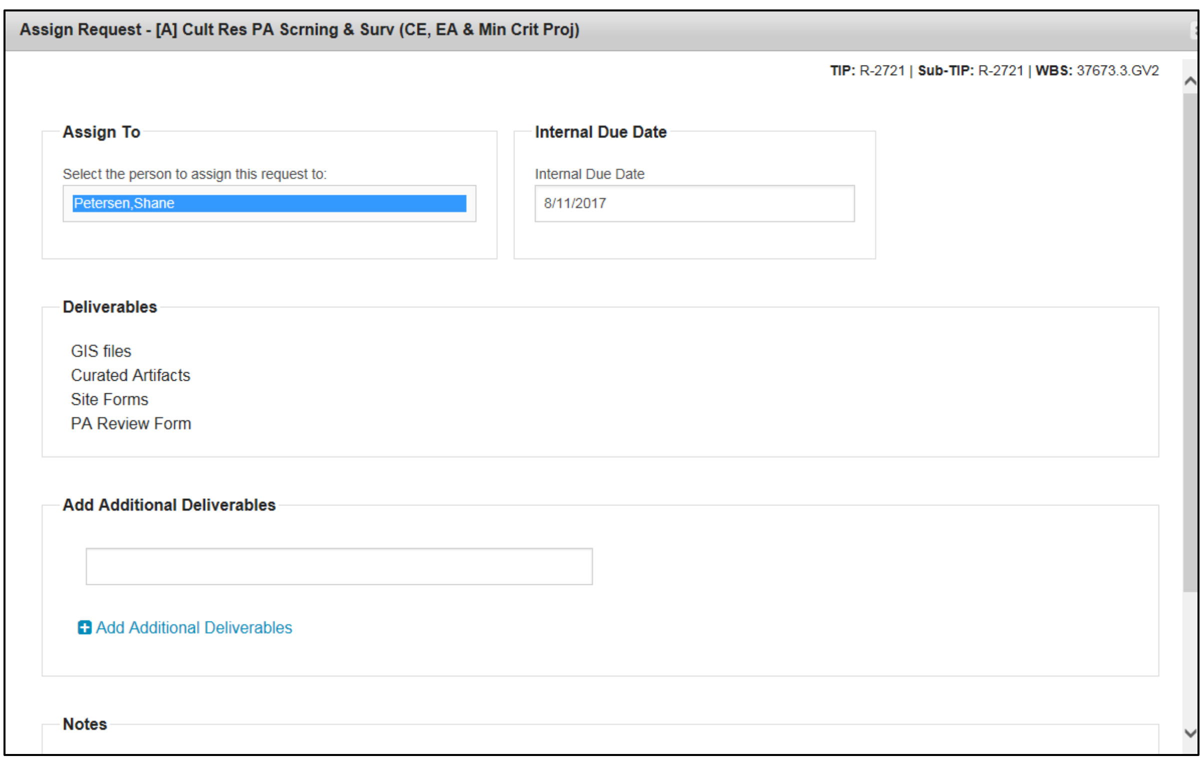
6.1 Reassign the Request (for the supervisor)

At various times, a supervisor may want to change the assignment of this request.

1. With the request highlighted on the left-hand screen, choose ASSIGN.

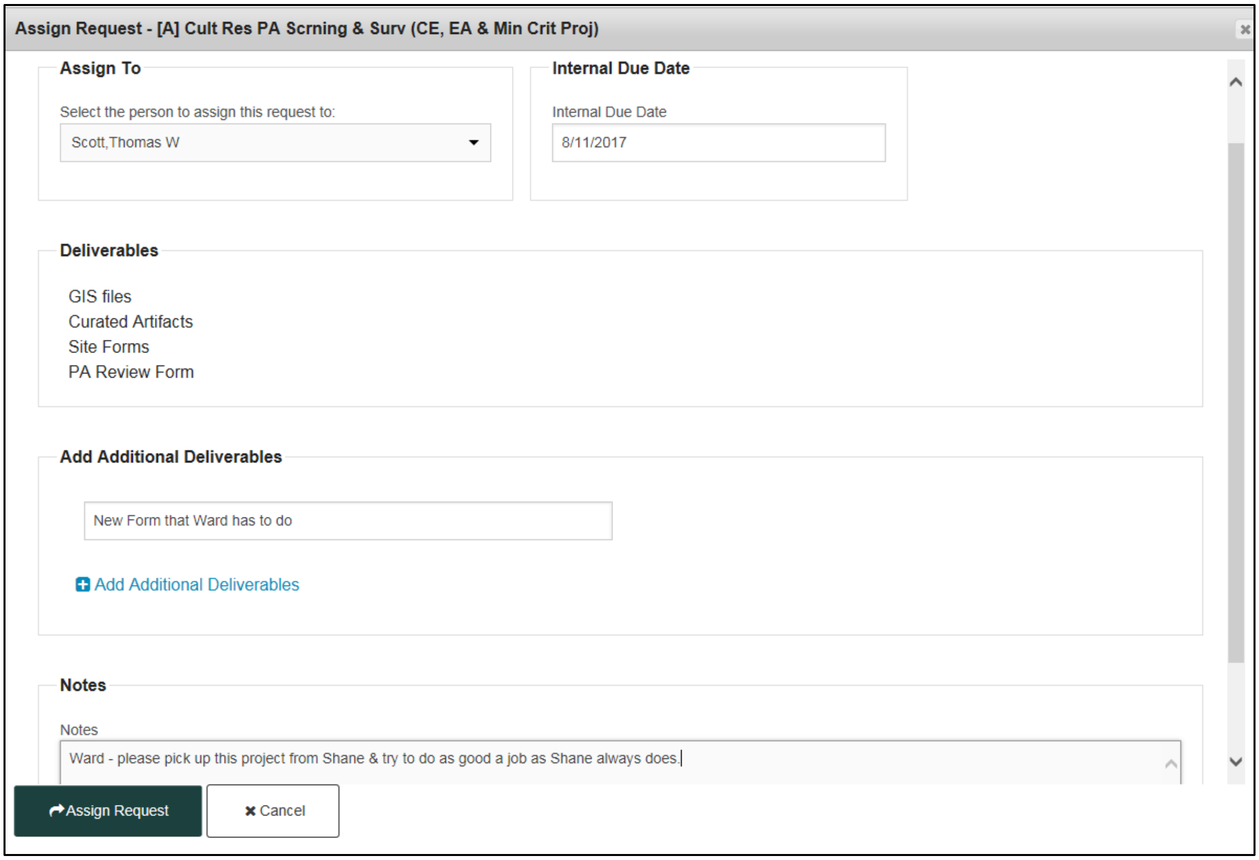


2. Use the same process as in Section 4, "Assign Request." You can reassign the request to someone else.



The deliverable(s) that you already selected will be on the screen. If you need to add any deliverables, use the Add Additional Deliverables function as many times as you need to add the name(s) of the deliverable(s).

3. Click Assign Request.



6.2 Update / Complete Request – For Specialists and Supervisors

During the lifecycle of a request, while it is IN PROGRESS, there will be multiple times that the supervisor and specialist will add detail, as well as producing and reviewing deliverables. A request may be in ETRACS for a very long time. There will be multiple opportunities and requirements to update the request. This section of the Users' Guide shows fields for updating, but you will not do these all at the same time, but rather at different times during the project. The following functions are explained below:

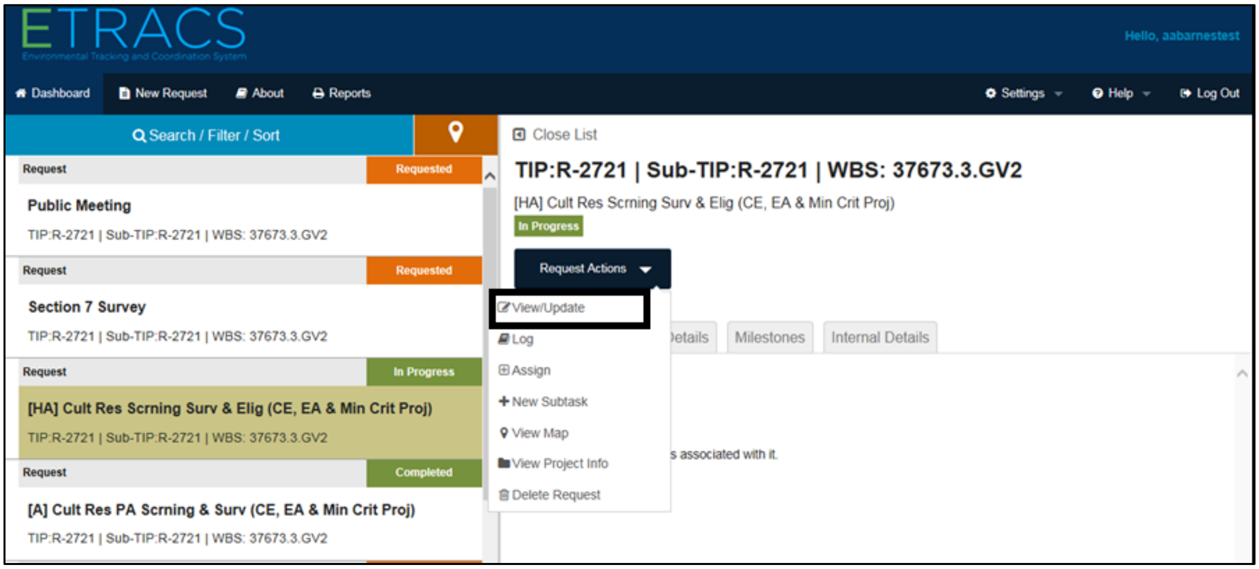
- Adding Documents and Notes
- Updating Internal Details
- Completing a Request
- Updating Milestones

6.2.1 Adding Documents and Notes

All requests have a common tab called Request Details. This tab contains all the basic data tracked for every request, regardless of the group or request type. Some of this data will be tracked automatically by ETRACS. Other data can be updated by specialists and supervisors.

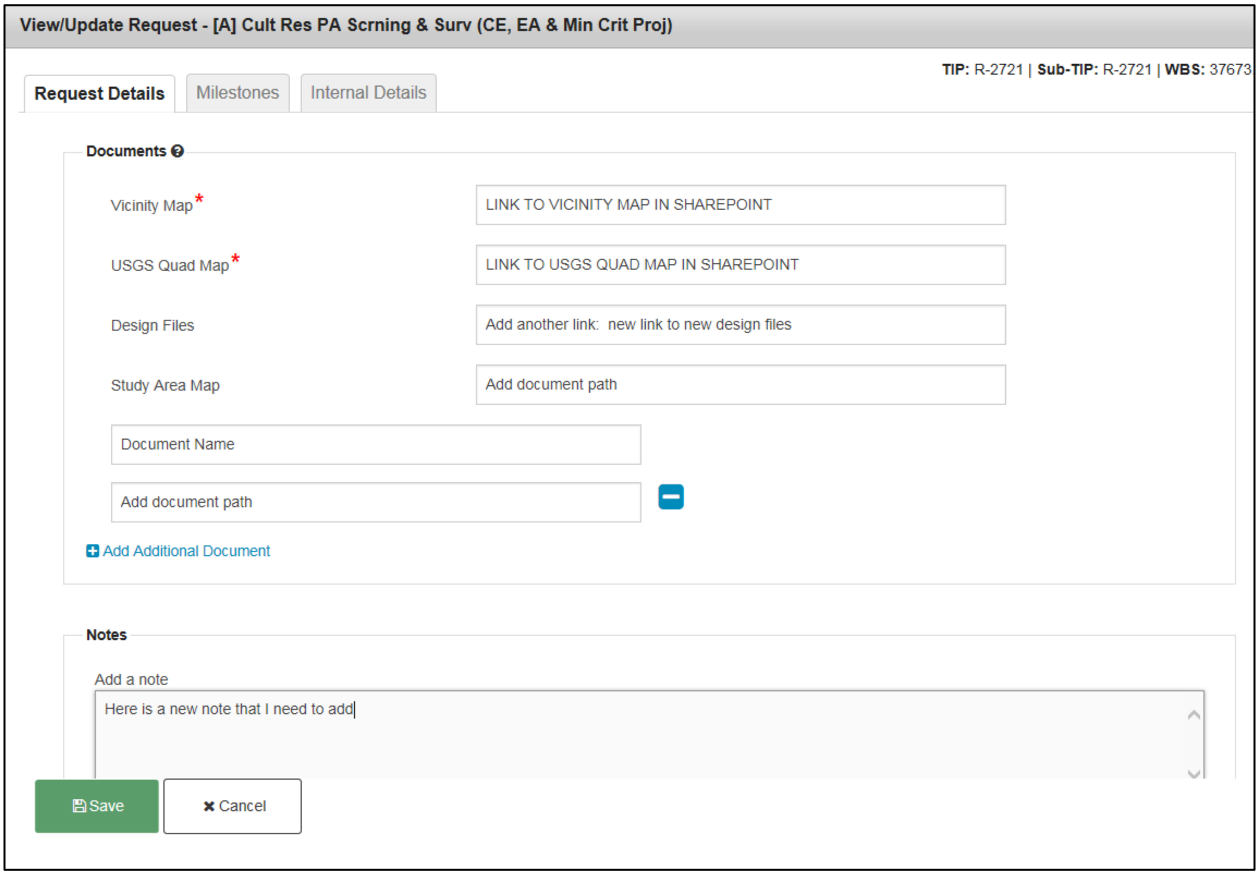
> ***User Tip:*** The choices available for editing are dependent upon your ROLE and your permissions.

1. Select the View/Update function from the Request Actions menu.



The View/Update Request screen appears.

2. Scroll down to add Documents and/or Notes.

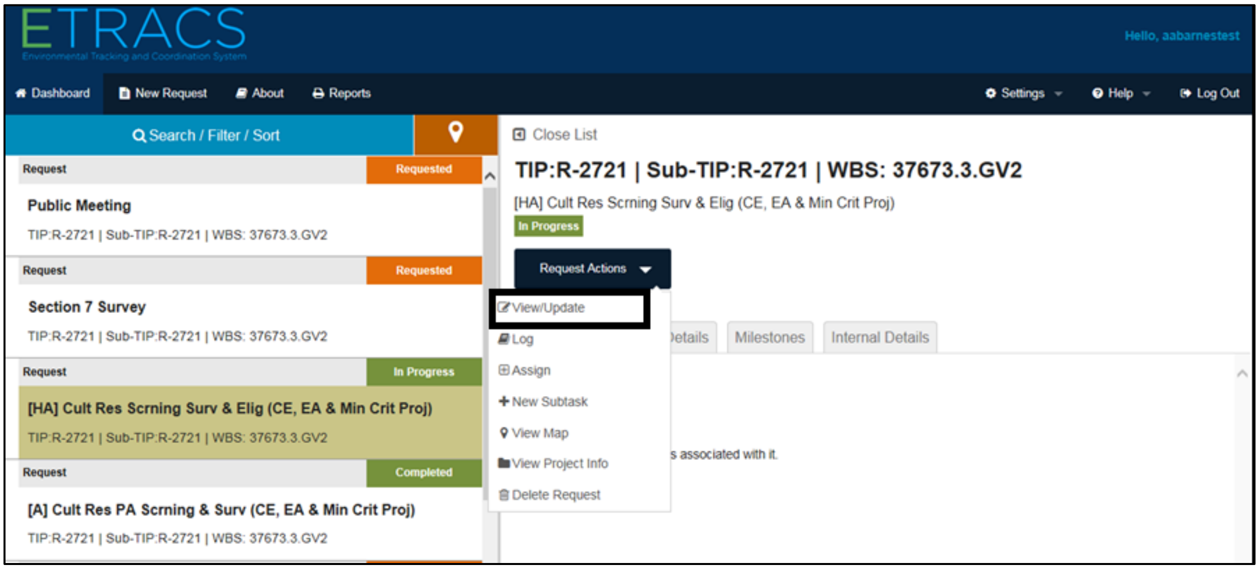


3. Save your changes.

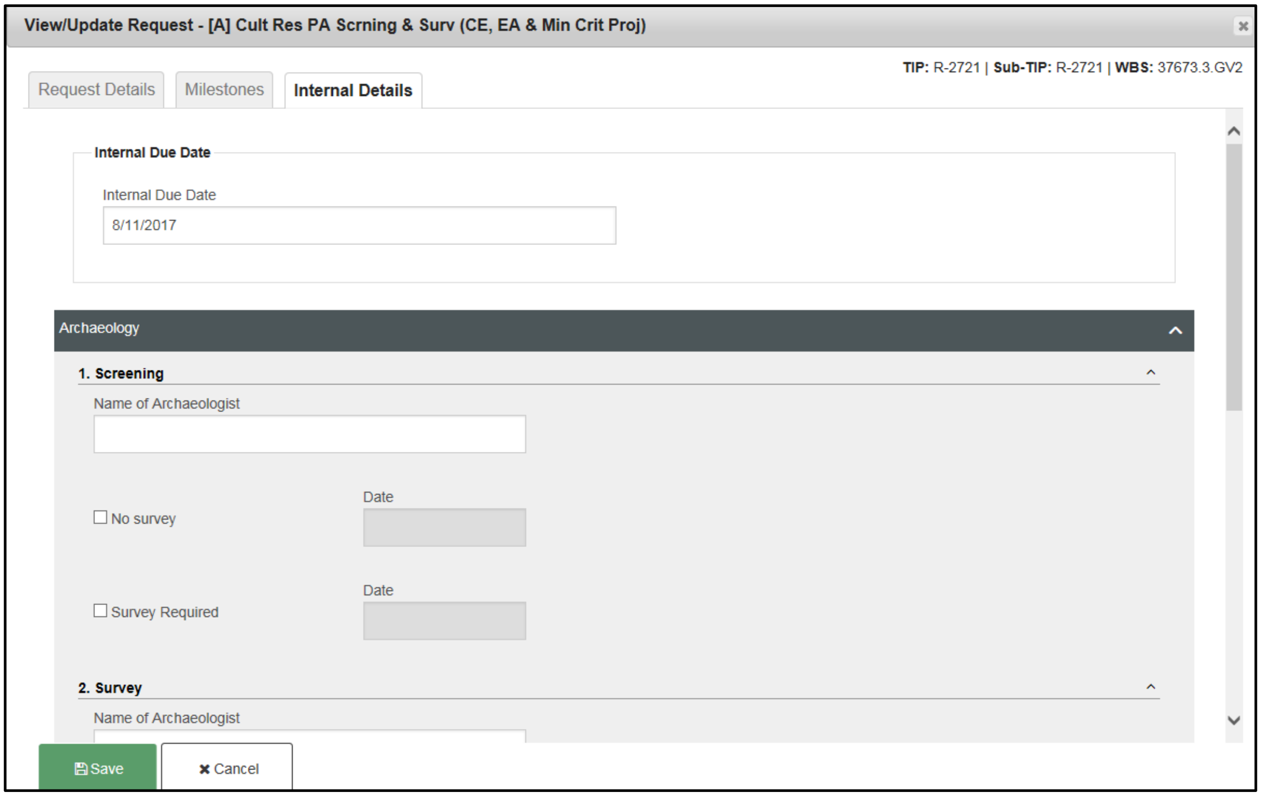
6.2.2 Updating Internal Details

The Internal Details screen has been developed just for your groups to contain the things that you need. Wherever there is an Internal Details tab, it will contain the information that needs to be tracked uniquely for that request type.

4. Select the View/Update function from the Request Actions.



5. Click on the Internal Details tab.
   On the View/Update screen you may view and/or enter all the information for the request (depending upon your role). These screens may be quite large, so use the scroll bars and the possibly-multiple levels of expansion arrows to navigate.

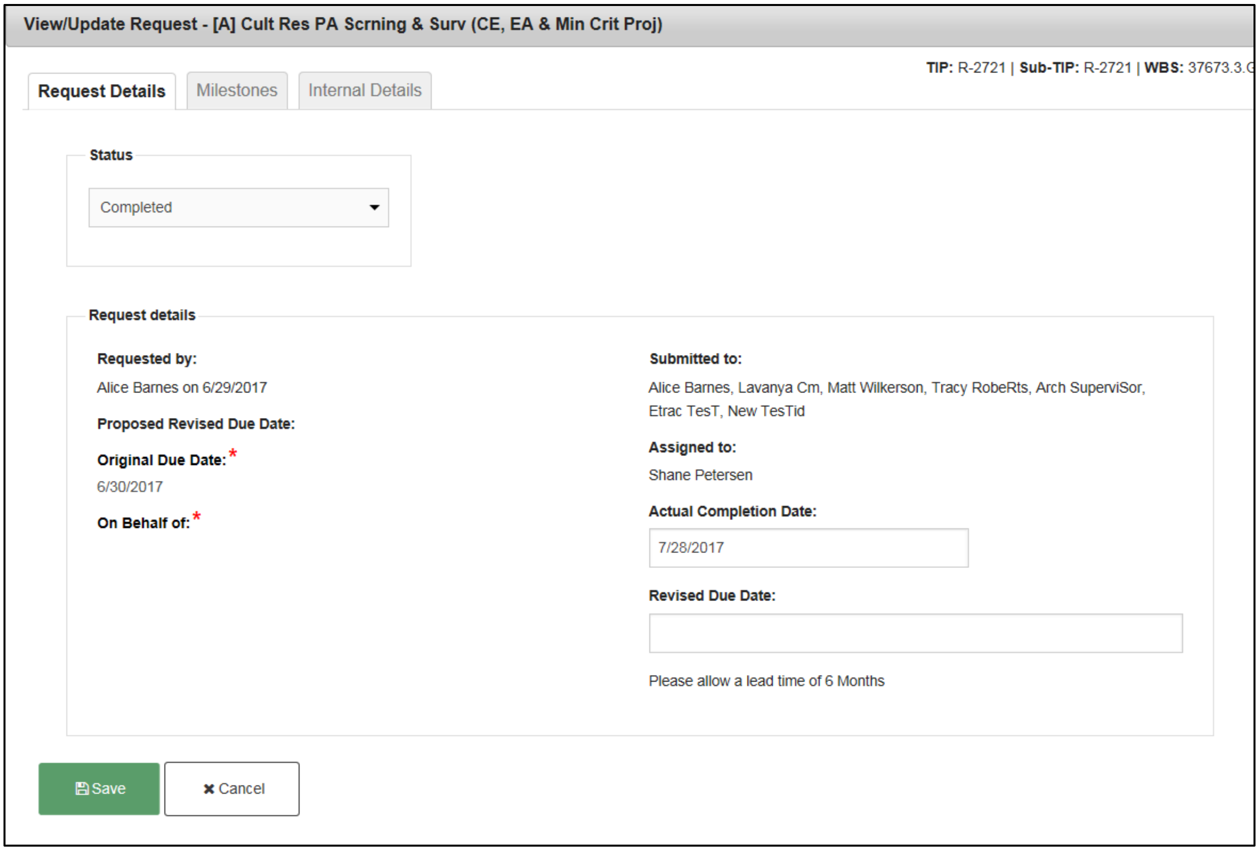


6. Save your update(s).

6.2.3 Completing a Request

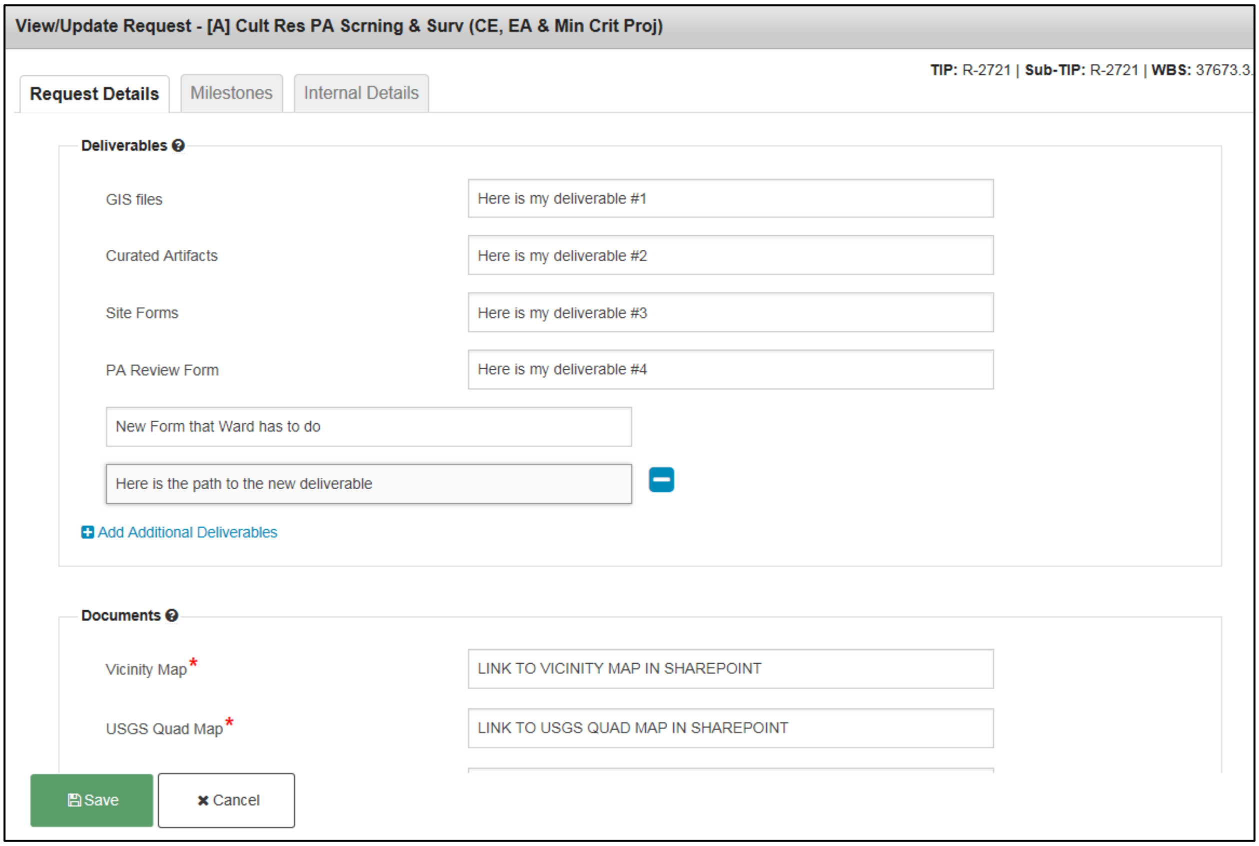
One of the most important status changes is when all the work on the request has been completed.

7. To complete the request, the specialist or supervisor can change the status from In Progress to Completed.



8. Enter the Actual Completion Date, which can be today, any date in the past, or a date in the future. You can select the date by either typing it into the field or using the calendar.

9. Scroll down to add deliverable paths when the deliverables have been completed. The deliverables listed are the ones that have been requested. You can also add additional deliverables.



10. Save your update(s).

6.2.4 Updating Milestones

Some requests will, upon completion, signal that a STaRS milestone has been completed for the project.

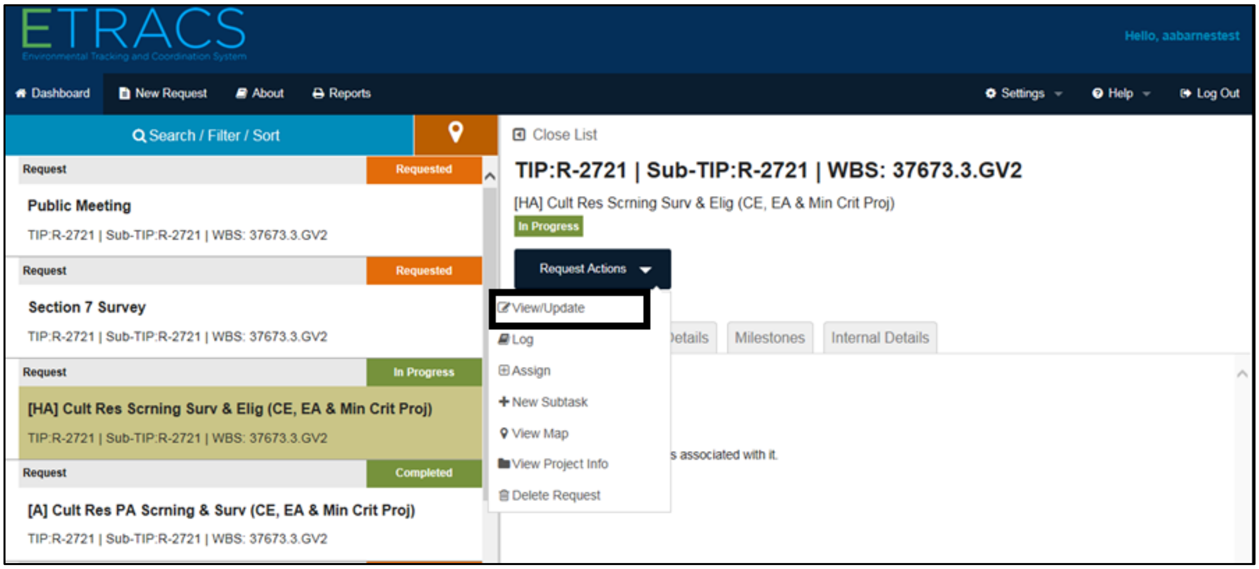
Warning: Updating milestones is a unique function in ETRACS, so it's best not to update milestones while you are updating other items. To update a milestone, start at the Dashboard and follow the directions as shown in this section.

User Tip: The choices available to you for updating a milestone are dependent upon your role, your permissions, and your assignment on this request. On requests where you are the requestor, supervisor, or specialist you can use ETRACS to mark a milestone as complete and record the date of completion.

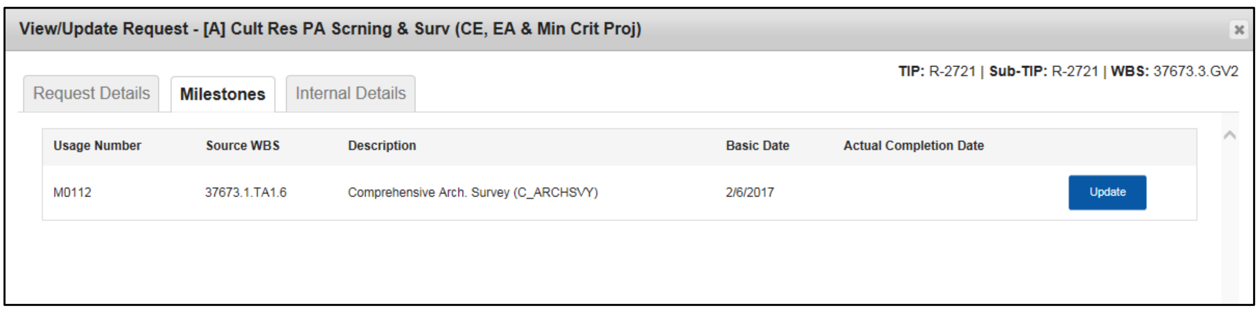
User Tip: ETRACS pulls a great deal of information out of STaRS (as shown in Section 3.1, "Create Request – Step 1 Search and Retrieve Project Information"). When you update a milestone in ETRACS, that date goes back into STaRS and shows the milestone complete on the date that you entered. Milestone completion is the only thing that ETRACS sends back into STaRS to be updated.

User Tip: To update a milestone on a project in ETRACS, the milestone must be setup in STaRS at the correct WBS level.

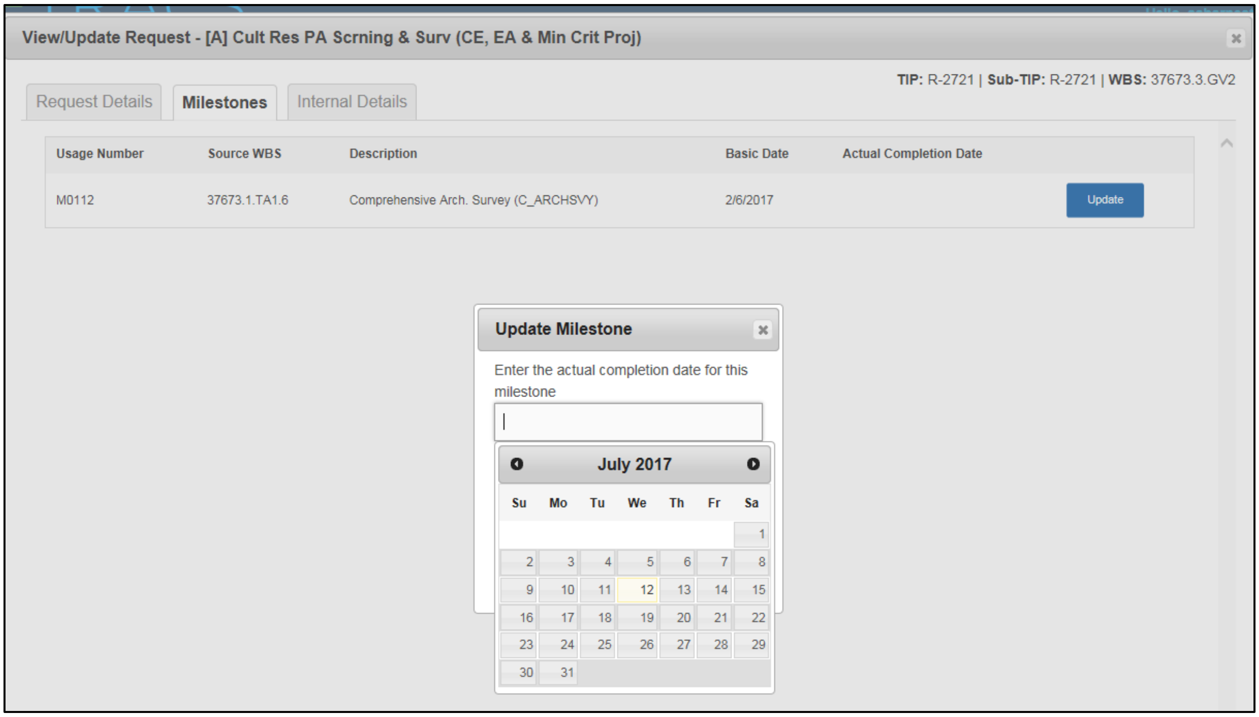
1. Select Request Actions dropdown -> View/Update.



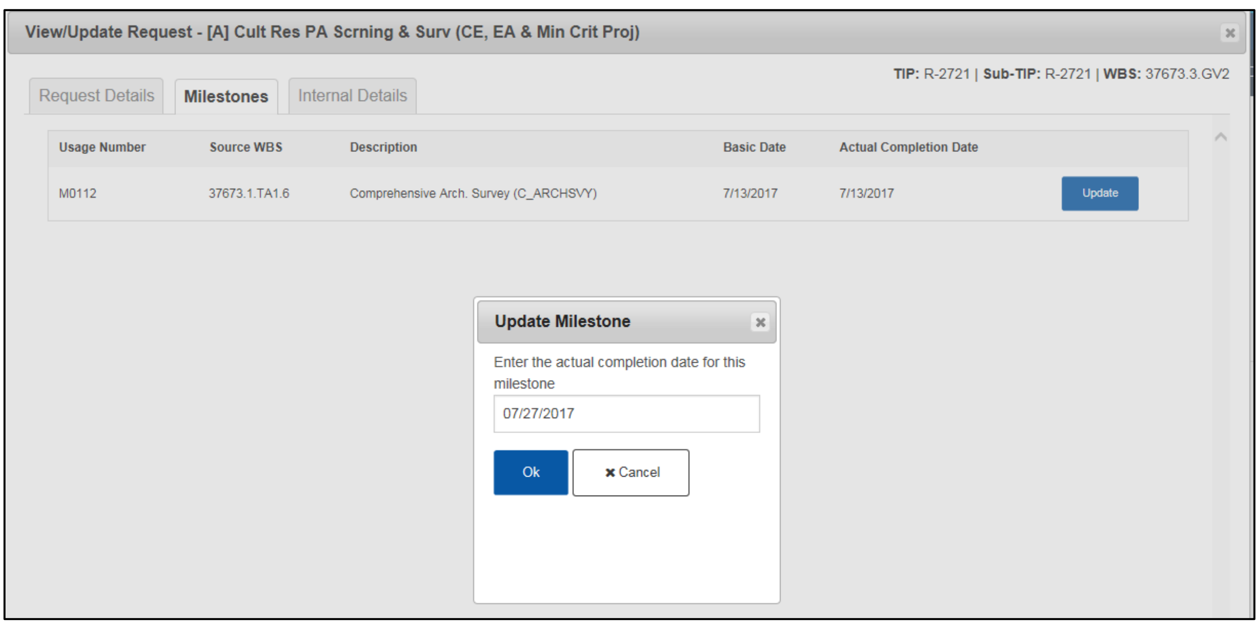
2. Click on the Milestones tab. All the milestones eligible for update are listed.



3. Click on the blue Update button to select the actual completion date for the milestone. You can type the date into the field or use the calendar. The data can be today's date, a date in the past, or a date in the future.



4. Check the date and click on the blue OK button.



You will see a brief message **Request Updated Successfully!** and you will be returned to your dashboard.

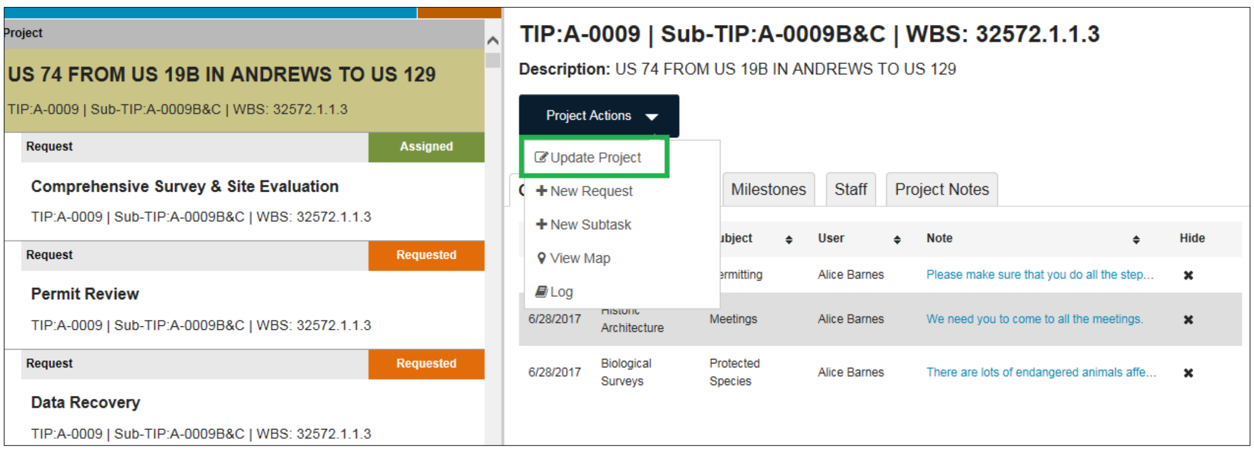
6.3 View a Project and/or Request – For All Users

Depending upon your role, you will be able to view information on projects and requests. If you have a role on the project/request, you will have the options documented above. If you do not have a role on the project/request, you may still view the information that is in the system.

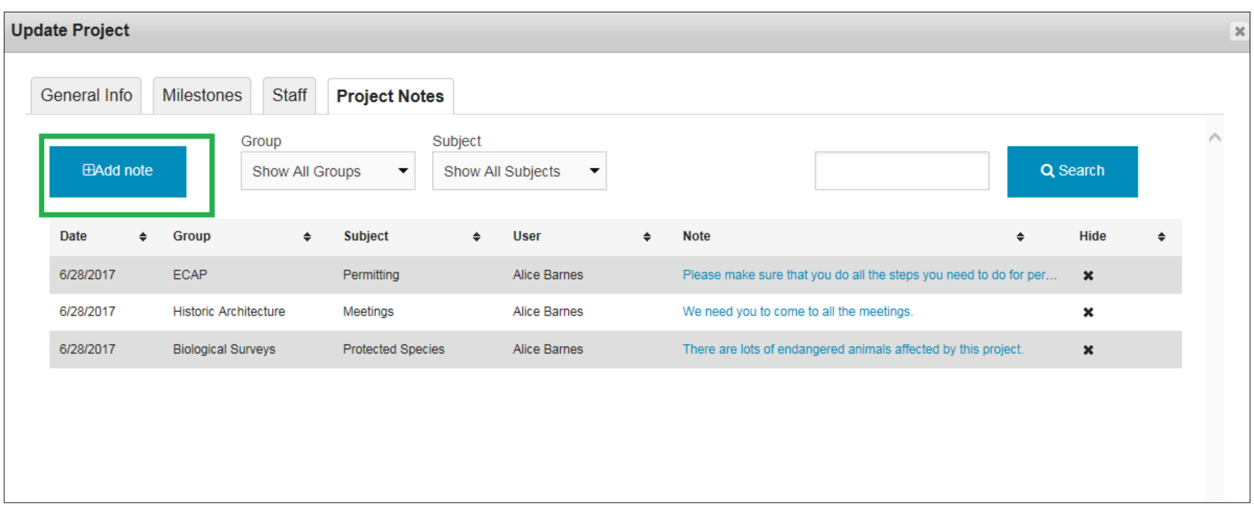
1. For **project** information, on the dashboard, highlight the project. The right panel shows the project information. Its Overview tab has a clickable list of the requests and subtasks.
2. For request information, highlight the request. The right panel shows the basic request information. For some request types, there is too much information to display. In those cases, choose the Request Action -> View/Update. This will allow a view of all the request information.

6.4 Add Project Notes

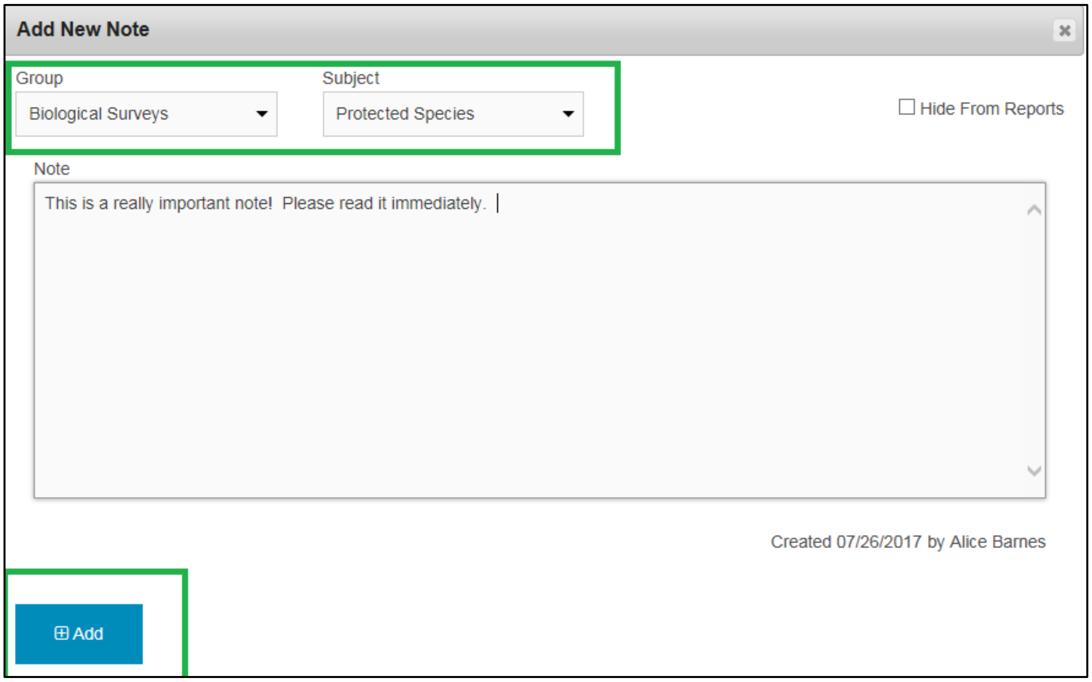
1. To add Notes to a project, highlight the project and select Update Project from the Project Actions dropdown menu.



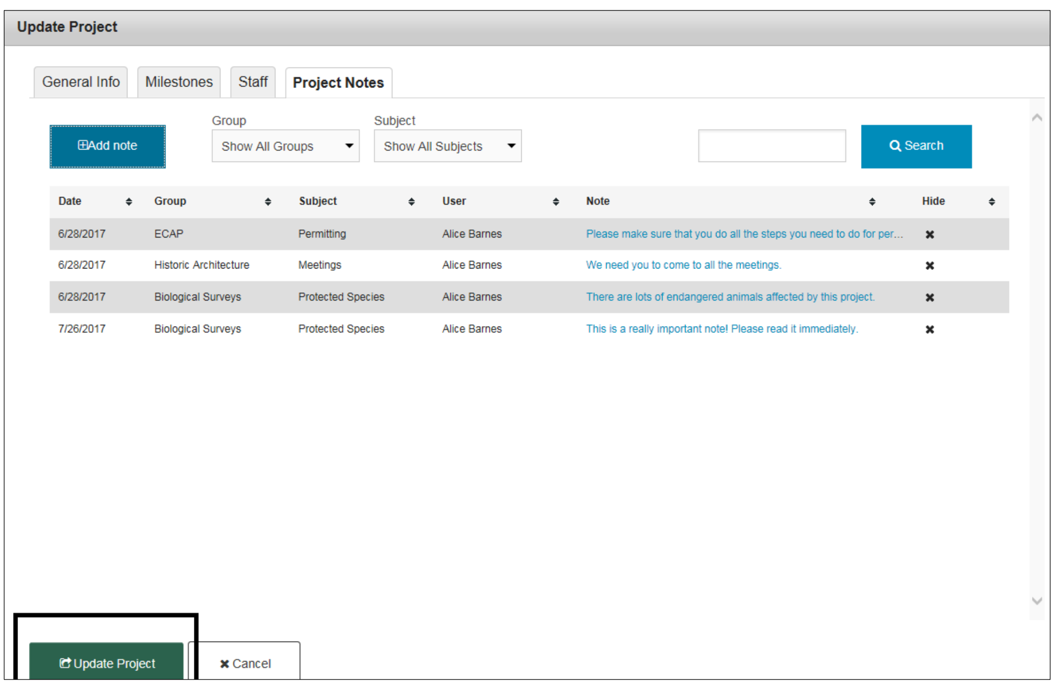
2. Use the Add Note button to add your note.



A screen opens for you to assign this note to a group, pick a subject, and add your note.

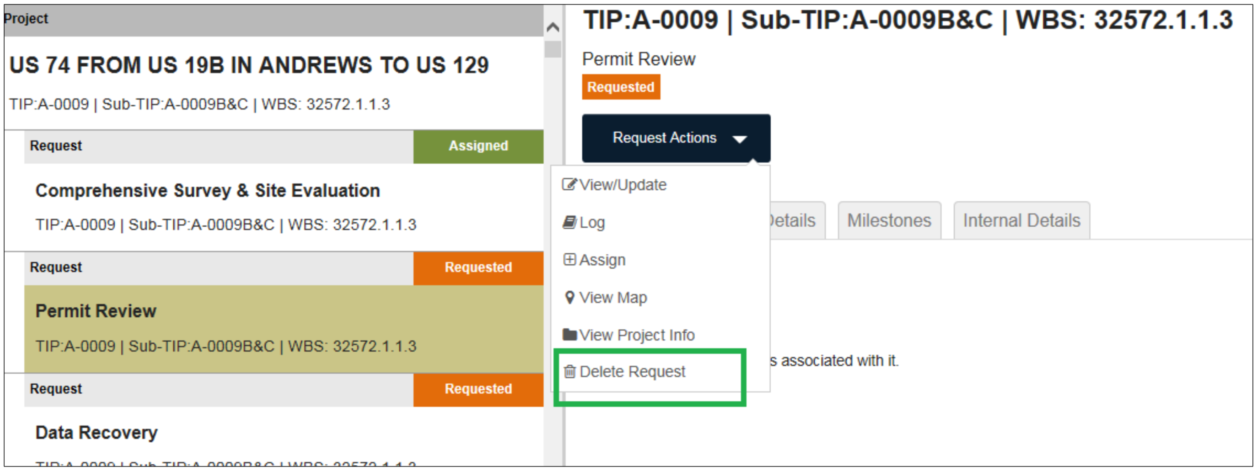


3. Click on the Add button to add your note. Your note is saved and you are returned to the Notes tab of the project.
4. A message prompts you to remember to select the Update Project button to finish adding your note to the project.

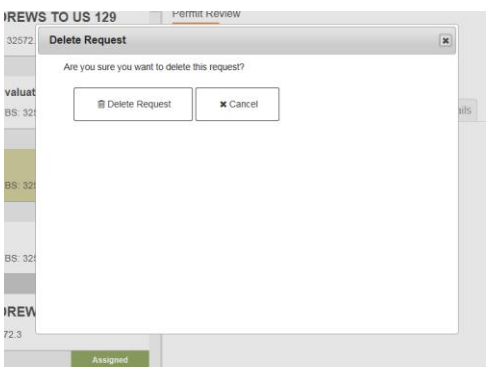


6.5 Delete the Request (for the requestor)

1. To delete a request, use the Delete Request under Request Actions.



The system will prompt you:



2. You can confirm or cancel.

6.6 Other Changes to Request Status

Depending upon your role, you may also use the View/Update function to make other changes to the request status. Please refer to Section 10.1.3, "Request Status Values" for details.

7 Subtasks

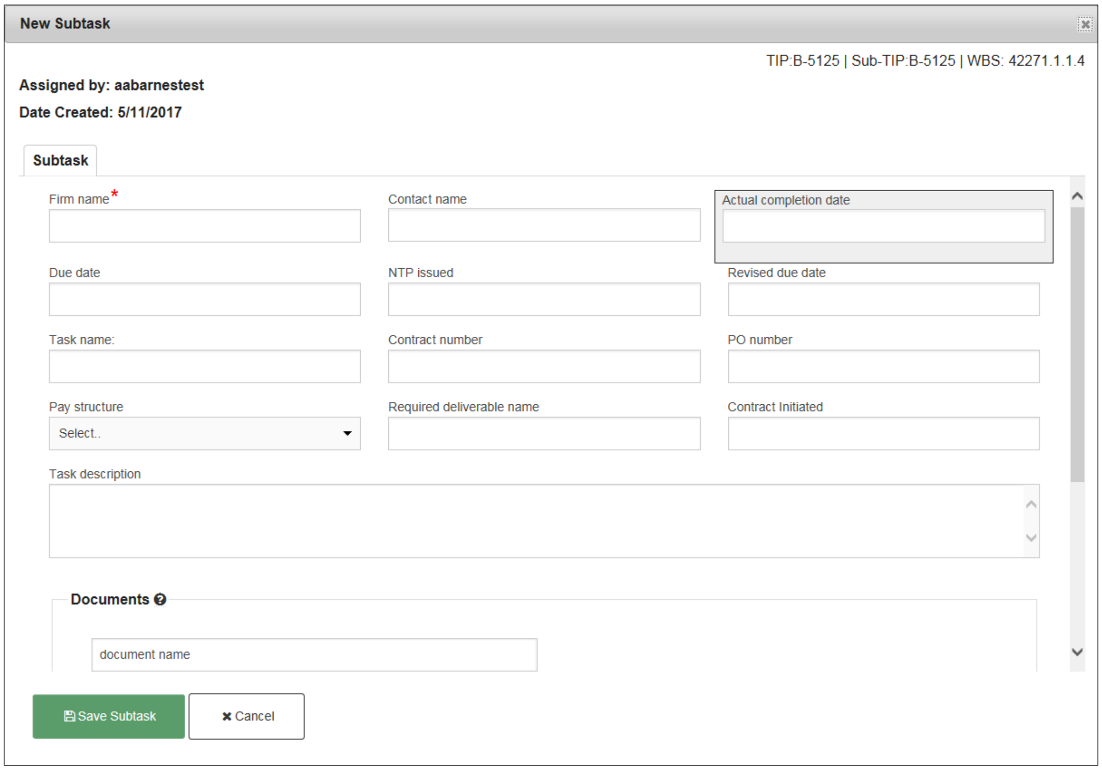
The subtask function for both Requests and Projects can be used for creating tasks for consultants who perform their work outside of ETRACS. For each subtask, ETRACS allows Requestors, Supervisors, and Specialists to create subtasks and to track the following information about the subtask:

- The firm name and contact
- Task name and description
- Required deliverable name
- Date NTP issued
- Due date, revised due date, actual completion date
- Contract number, date contract initiated, PO number, pay structure

- Documents/paths
- Notes

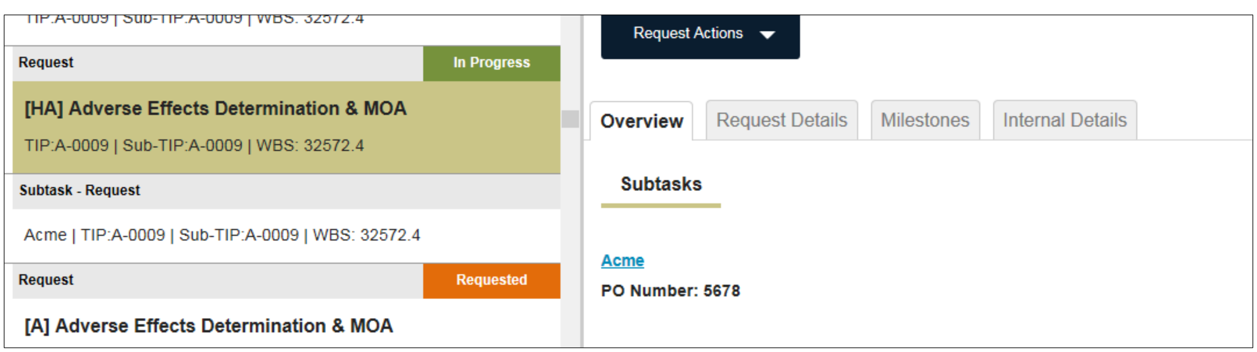
7.1 Create Subtask

Select Create Subtask from the action menu (available on both the Project Actions and the Request Action menus). The following screen will open, with only the Firm Name as a required field. You may enter any information that you need for tracking purposes. Please note that the creation of a subtask is not tracked in the log and does not send any notifications.



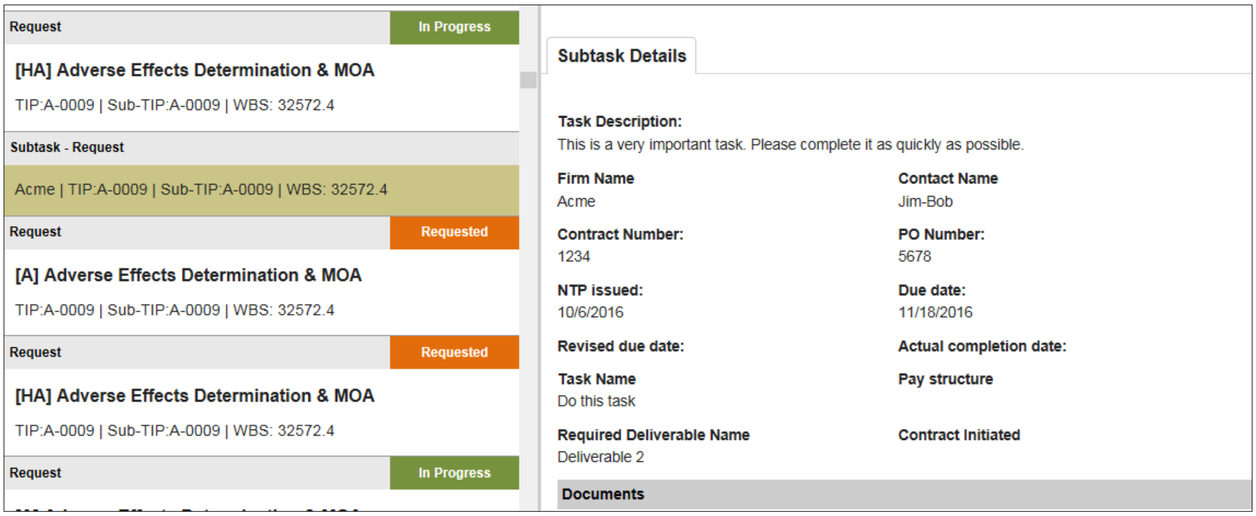
7.2 View Subtasks from the Dashboard

Subtasks are visible on the Overview tab for Projects and Requests on the Dashboard. Highlight the Project (or Request) and identify the Subtasks by Firm Name (hyperlink) and PO number.



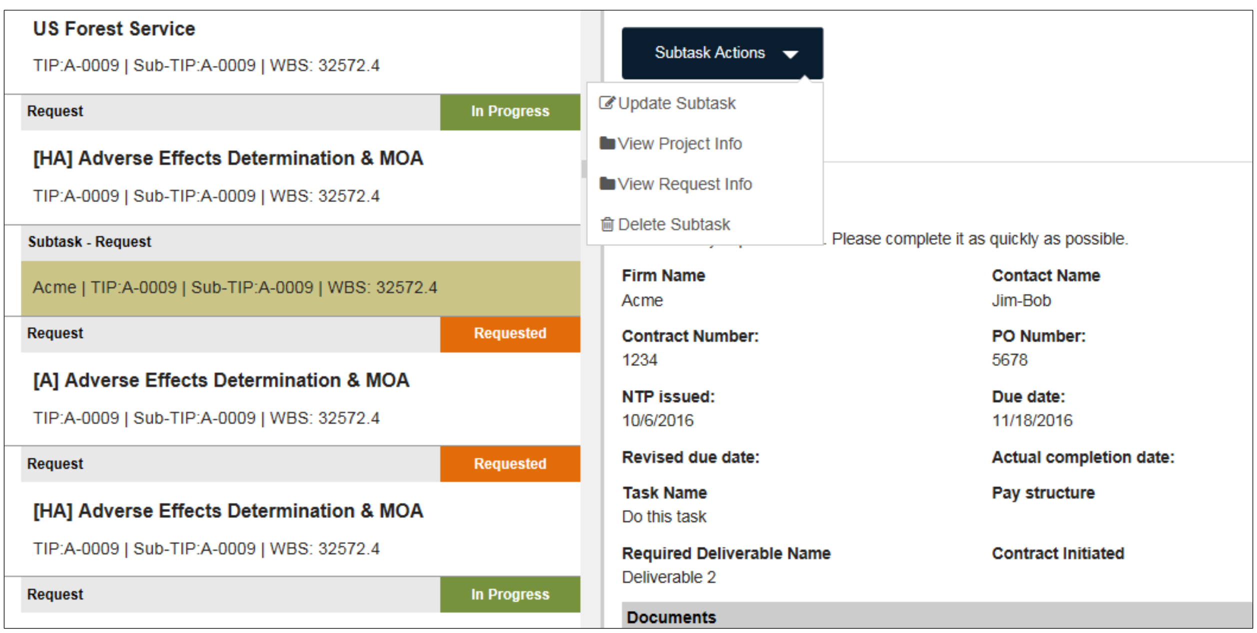
You can view the subtask detail from the dashboard by selecting the hyperlink (shown above) or highlighting the subtask itself on the dashboard.

User Tip: To view subtasks from the Dashboard (as shown below), you must check Subtasks on the Search/Filter/Sort menu.



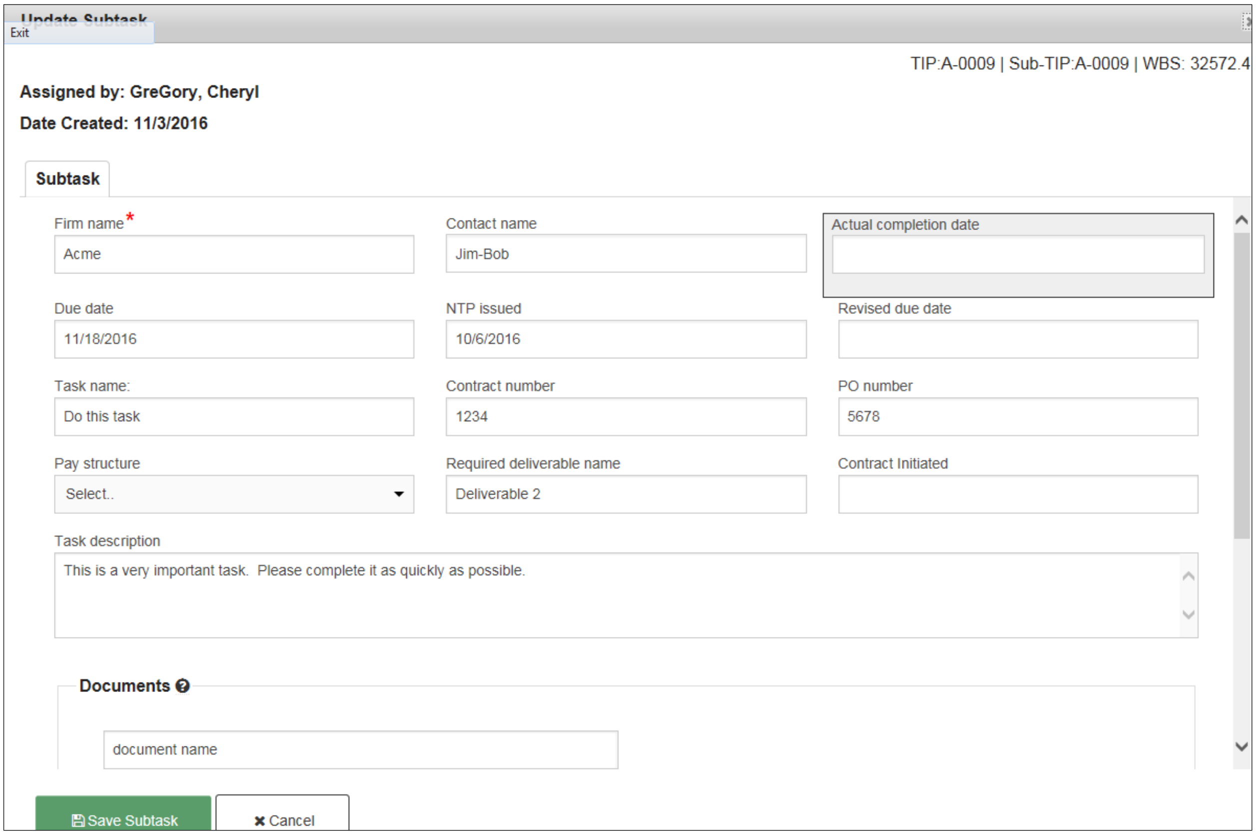
7.3 Maintain Subtasks

To update the subtask, use the Subtask Actions menu.



7.4 Subtask Actions

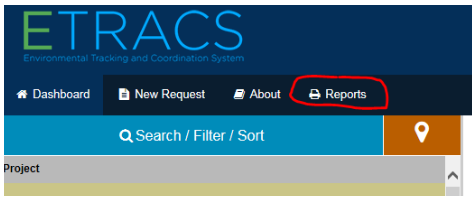
If your role on the project/request allows, you can choose Update Subtask to enter edit mode. The screen will open in edit mode with all the fields open for data entry. If your role cannot update the subtask, you can view it. The same screen opens, but with all the fields locked against editing.



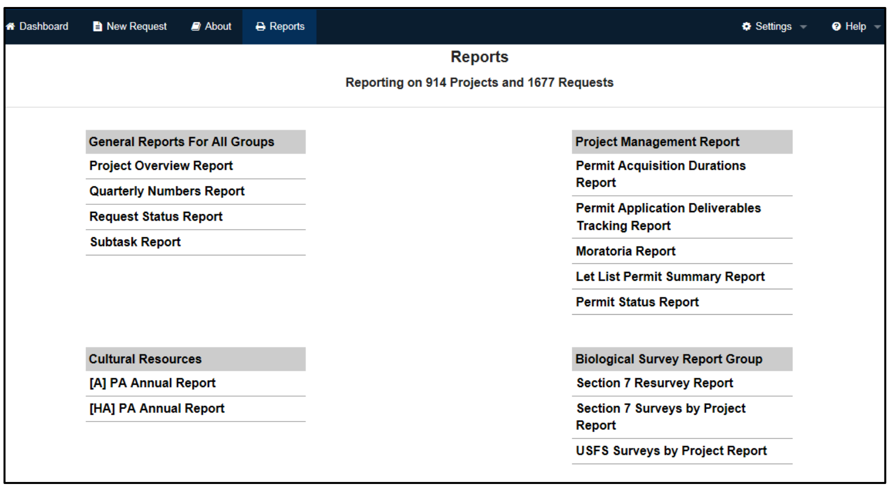
8 Running Reports

To use the Reports, you must have MS-Excel or an equivalent application for spreadsheets. To use ETRACS reports effectively, you should know how to filter, sort, freeze frames, etc.

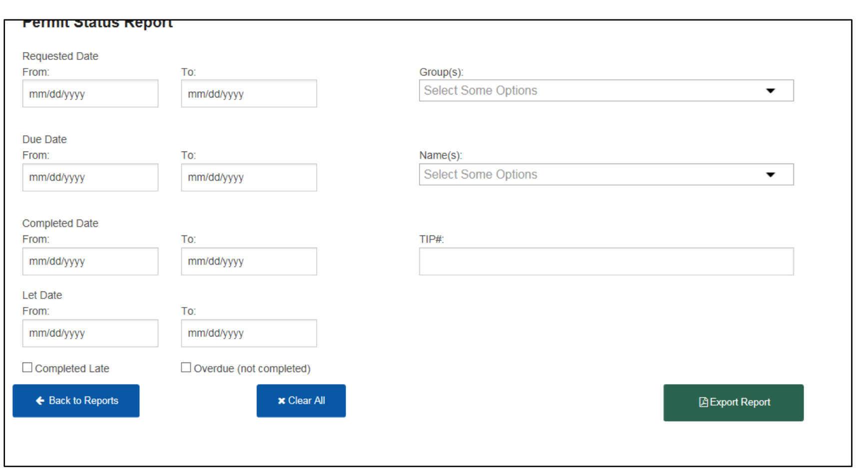
1. Click on the Reports icon from the Dashboard.



2. Select the report from the list.



3. Select parameter(s) or filter(s) for your report if you like. This parameter screen keeps your last search, so use the Clear All button to make a completely new set of filters. When you have selected your parameters, click the Export Report button to export your report.



9 Troubleshooting

9.1 Problem: I can't get logged on.

1. Are you using your NCID and password? If you don't know your password, or if you think it has expired, check NCID and make the correction needed.
2. Have you contacted ETRACShelp@NCDOT.gov to get setup?

9.2 Problem: I see an error when I try to launch ETRACS

1. If you see an error when you try to launch ETRACS, close your browser and launch a new browser session.
2. If that does not resolve the problem, click on the ETRACS logo in the top left-hand corner.
3. Check to be sure that ETRACS does not display your name in the top right-hand corner. If it does, log out and log in again.
4. If you still can't solve the problem, contact NCDOT Service Account - ETRACS Help <ETRACShelp@ncdot.gov>.

9.3 Problem: ETRACS crashes while I am working

1. Close your browser and launch a new browser session.
2. If you can't get logged back on, check to be sure that ETRACS does not display your name in the top right-hand corner. If it does, log out and log in again.
3. If you still can't solve the problem, contact NCDOT Service Account - ETRACS Help <ETRACShelp@ncdot.gov>.
4. Remember: do not use the browser-back button!

9.4 Problem: I cannot do one or more tasks that I'm supposed to do

1. Contact your ETRACS Administrator ETRACShelp@NCDOT.gov to check your role and the groups you are assigned to. You must have the correct role(s) **AND** you must be a member of the group whose request you are working on. You can (and will) have multiple roles, based upon the work you do.

9.5 Problem: I can view but cannot edit the Internal Details

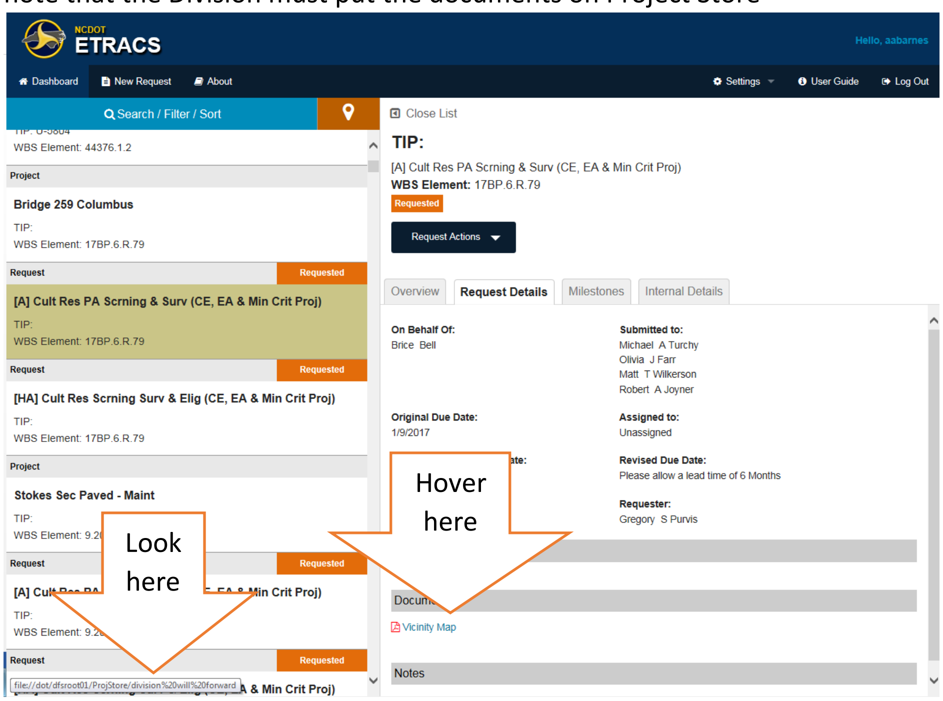
1. Contact your ETRACS Administrator ETRACShelp@NCDOT.gov to be sure your role is setup correctly. You should be a supervisor and/or specialist, **AND** you must be a member of the group whose request you are working on.
2. Check the Status of the request. Make sure it's in the right status for working on Internal Details.
   a. If it is REQUESTED, it is a new request that must be assigned by the supervisor.
   b. If it is IN PROGRESS, the specialist can work on it.
   c. If it is COMPLETED, the specialist should be able to edit.
3. Look at the Request Details to ensure that you are listed under ASSIGNED TO.

9.6 Problem: the project information is not what I expected to find

1. Remember that ETRACS considers the ***PROJECT*** to be the level of information that exists in STaRS with the unique combination of TIP, Sub-TIP, and WBS … not just the TIP number. On most screens you can check at the top of the right-hand panel and find the project.
2. If you have the wrong project, just cancel out (or use the Dashboard button) to start over.
3. If the project has more detail than you expected, it could be that other people have added project detail.
4. If you can't solve the problem, contact your System Administrator ETRACShelp@NCDOT.gov.

9.7 Problem: I cannot see the document when I click on the link

1. Check to be sure you are using Internet Explorer (IE) for your browser. Security features on other browsers will prohibit viewing documents on Project Store.
2. Hover over the document link and look in the lower left-hand corner to see if there is a message. For example, for the request in the screenshot, the requestor is external to DOT and added a note that the Division must put the documents on Project Store



3. Check to ensure the link has a valid path.
   a. Here is a **valid** path: \\dot\dfsroot01\ProjStore\Proj\TIPProjects-U\U5743\Common\Maps\U-5743 area.pdf
   b. Here is a **bad** path: file://dot/dfsroot01/ProjStore///dot/dfsroot01/projstore/divproj/division12/w5601q/environmental/proposed%20project%20study.pdf

User Tip: Note how a valid path begins vs. a bad path. Note that dot/dfsroot01/ProjStore repeats in the bad path. Note that the forward slash is incorrect in the bad path.

4. If you see a bad path and don't see a note, the path was put into ETRACS incorrectly. If you have permissions to update the request (Request Actions -> View/Update), you can fix it. If you can't fix it yourself, contract your supervisor or the DOT employee (Requestor or On Behalf Of) to ask them to fix it.
5. If you can't solve the problem, contact your System Administrator ETRACShelp@NCDOT.gov.

9.8 Problem: I can't see anything on my dashboard or have an error that says "data not found"

1. Pull down the blue Search / Filter / Sort menu.
2. Click the blue Clear All button.
3. Make sure that you have the correct checkboxes (start with just Projects and Requests).
4. Click Go.

9.9 Problem: I can't find a project (or request) that I expect to see on my dashboard

1. Pull down the blue Search / Filter / Sort menu.
2. Click the blue Clear All button.
3. Make sure that you have the correct checkboxes (start with just Projects and Requests).
4. If you are using the Search … option, make sure that you have typed in the TIP or WBS number precisely.
5. Click Go.

9.10 Problem: I can't find the project sub-TIP

1. From the dashboard, highlight the project.
2. Select Project Actions -> Update Project.

All project details can be seen.

9.11 Problem: My project does not have a TIP or WBS

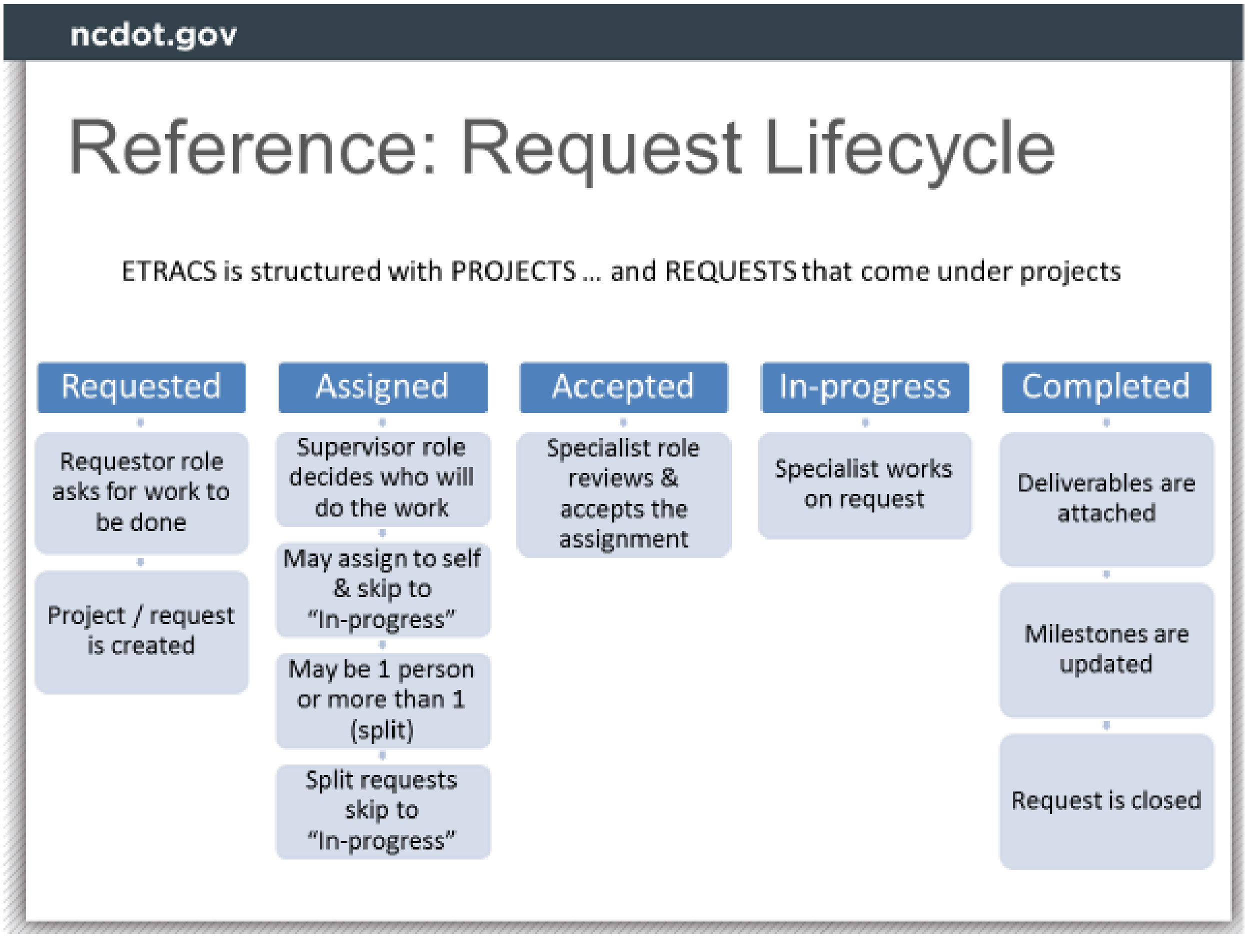
1. Use the "Other Project" type option. See Section 3.2, "Create Request – for "Other Project" Types."

9.12 Problem: I have several projects that share a WBS

1. Use the "Other Project" type option. See Section 3.2, "Create Request – for "Other Project" Types."

10 Reference

10.1.1 Request Lifecycle



10.1.2 Quick Guide to Functions

North Carolina
DEPARTMENT OF TRANSPORTATION

ncdot.gov

Where to find information

Function ...	Look in ...
Logon, View Dashboard, Search	Navigation Tutorial & Users' Guide
Create requests	Requestors' Tutorial & Users' Guide
Assign Request	Supervisors' Tutorial & Users' Guide
Return requests	In Tutorials & Users' Guide. NOTE: please do not use for split requests
Delete request	See Users' Guide
Accept & complete requests	Specialists' Tutorial & Users' Guide. NOTE: ETRACS does not tell you how to do the requested work. It is expected that specialists will know how to do these functions.
NOTES for split requests (BSG & Public Involvement)	When more than one person can work on a request, ETRACS will show you all the people who belong to the group(s).
Update requests & projects, including milestones	Everyone associated with a project/request can update.

2

10.1.3 Request Status Values

No.	Status	Status Description
1.	Requested	Requestor submits new request. Can be deleted by Requestor and Admin. Can be updated by Requestor and Supervisor.
2.	In Draft	Requestor saves the request that is not yet submitted Can be deleted by Requestor and Admin. Can be updated by Requestor.
3.	In QC	Consultant (External Requestor) submits the request to Internal Requestor (On Behalf Of) Can be deleted by Requestor and Admin. Can be updated by Requestor
4.	Assigned	Supervisor assigns the request to Specialist or themselves. Cannot be deleted except by Admin. Can be updated by anyone
5.	In Progress	Specialist begins work on the request. Cannot be deleted except by Admin. Can be updated by anyone NOTE: for split requests, the request goes to In Progress status only after every species/survey type is assigned.
6.	Pending Review	Requested document is pending a document review. Cannot be deleted except by Admin. Can be updated by anyone
7.	Waiting on HPO	Cannot be deleted except by Admin. Can be updated by anyone
8.	In field	Specialist indicates the field visit & provides the field visit dates. Cannot be deleted except by Admin. Can be updated anyone
9.	Completed	Specialist completes the work for the request. Cannot be deleted except by Admin. Milestone Actual Completion Date, Internal Details, and Request Details can be updated by Supervisor, Specialist, and Requestor. Exception: For split request, only the Supervisor can mark the request complete. ***Warning!*** Do not add new work to a Completed request.
10.	On Hold	Cannot be deleted except by Admin. Can be updated by anyone
11.	ALL	Internal Details can be updated by anyone associated with the request